

ANNEXURE TO ITEM
C 47/02/12



**MOTIVATION REPORT FOR THE RENEWAL OF OBSERVATORY
IMPROVEMENT DISTRICT (OBSID) FOR A FURTHER FIVE YEARS FROM
JULY 2012 TO JUNE 2017**

The formation of Obsid was formally approved by Cape Town City Council on 26th August 2009 and it started security operations in late October and cleaning operations in late November. Its first period of trading was therefore a seven to eight month period to June 2010. It has now completed its first full year of operations to June 2011. The year to June 2012 will be its final year in the first three year period of approval. It is now necessary to motivate a renewal for a further five year period.

Dated: September 2011

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1. REGISTRATION AND CONTACT DETAILS

- 1.1. Name: Observatory Improvement District, a section 21 company
- 1.2. Registration number: 2008/020680/08
- 1.3. Address: 41 Station Road, Observatory, 7925
- 1.4. Telephone: 021 448 7090
- 1.5. Email: admin@obsid.org.za
- 1.6. Chief Operating Officer: Brian Amery

2. INTRODUCTION

2.1. The original mission of our first three year period reads as follows:

- 2.1.1. The Obsid will manage a substantially improved service delivery to all property owners in the area in collaboration with the City. Observatory will be safe clean and pleasing to the eye for the benefit of businesses, employees, customers, clients, visitors, residents and their children. We will restore the area to its rightful position as a place of Victorian ambience, history, charm and diversity, thus increasing economic activity, jobs and business opportunities in the area.

2.2. We operate under the short slogan of "Safer, Cleaner, Smarter"

3. EXECUTIVE SUMMARY

3.1. Good gains have been made in the area of **safety**.

- 3.1.1. With a great deal of help from other organisations such as the neighbourhood watch and the community police forum some progress has been made in getting the pubs and clubs to comply with the law. Problem clubs persist but they will be reined in in due course.

3.1.2. The statistics for Observatory provided annually by SAPS cover an area greater than the area of the Obsid but it is the only official information available. Comparing 2009, the base year, to 2011 the following statistics are highlighted:

- 3.1.2.1. Assault down 15%
- 3.1.2.2. Robbery down 14%
- 3.1.2.3. Residential housebreaking down 47%
- 3.1.2.4. Business housebreaking down 45%
- 3.1.2.5. Malicious damage to property down 71%
- 3.1.2.6. Theft of vehicles down 15%
- 3.1.2.7. Theft out of vehicles down 29%
- 3.1.2.8. Other theft down 45%



3.1.3. Allegations have been made that our security staff have violated the human rights of some of the Observatory homeless people. We are addressing this issue with the Human Rights Commission and have already undertaken sensitivity training with the patrollers.

3.2. In the **environmental** realm our greatest gains are evident, although dumping remains a serious hurdle. Our experience backs up research done by the University of Groningen, Netherlands, which showed that the presence of graffiti and litter opens the door to individuals breaking other social norms and rules.

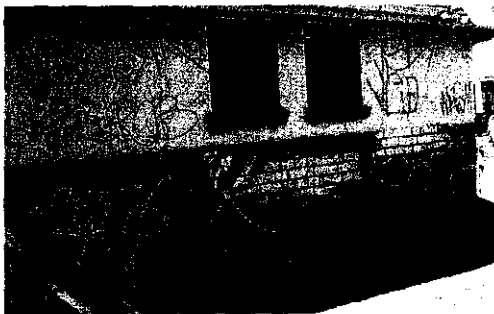
3.2.1. An in house cleaning team cleans all streets once per week and can react with flexibility as and when ad hoc cleaning is required.

3.2.2. Weed control is managed in conjunction with the City's spraying program.



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3.2.3. All graffiti is cleaned immediately.

3.2.4. Illegal posters are reported for immediate removal.

3.2.5. We have planted out more than twenty new gardens in the area and we maintain and develop them all the time.



3.2.6. We started to re-cycle our street waste which substantially reduced the amount of waste being sent to landfill. Unfortunately this project is on hold at the moment as we need to negotiate with Railways over the use of the cage. If we are unable to secure permission we will have to seek an alternative site.

3.2.7. The City has co-operated in the cleaning of drainage catch pits such that no flooding has been experienced.

3.2.8. Missing and broken infrastructure remains a challenge and will receive close attention in the coming year. There is so much to be done in this area and fresh problems arise almost every day. We reported everything that required to be done but the city's response was haphazard. We have now agreed with Pinelands Sub-council that we will report in four smaller sectors to make the tasks more manageable and easier to control.

3.3. The **social** field worker has made substantial achievements in helping homeless people to find accommodation. The population of people living on the streets has been halved from around seventy to about thirty-five. These last are a hard core who choose the life they lead. Our ward has been chosen by the City for a pilot project with the aim of tackling the homeless problem throughout the City. We were chosen with Woodstock and Groote Schuur because social work in our ward was the most advanced in the peninsula. The work we do is in collaboration with the Civic Association's social forum.

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- 3.4. The **business development** committee was slow to get going but is now gathering some momentum and has exciting plans in place, including the facilitation of a weekly market on the village green and a web based advertising portal for all Observatory businesses. We also lend support to the Observatory Village of Arts company which is organizing arts festivals throughout the year as well as the annual festival in December.
- 3.5. The **communications** committee manages our website, social media presence and the regular insertions in Obslife, a local newspaper. We also host regular meetings of all our estate agents. We are compiling a database of all businesses, schools, NGOs etc. who provide services to children, we are creating a tradesmen's list of recommended service providers and a database of all pubs and clubs.
- 3.6. The **HR** committee provides support to the COO in this area.
- 3.7. Our **finance and oversight** committee is very active in monitoring accounting and ensuring that, to the extent possible, we follow best practice. Clean audit reports are an absolute requirement. This committee has recently finalized a directors induction pack so that new directors can quickly gain insight into the requirements of the post.
- 3.8. The newest group is the **Arts, culture, sport and heritage** committee, formed to address these issues as they were identified as a key part of our mission. The committee has yet to meet, but it is planned to take a leading role in the promotion of Observatory as a home for arts and artists as well as looking after the heritage aspects of life in our village
- 3.9. No major changes are envisaged over the next five years but we will continue to develop and improve on the foundations laid in the initial three year period. Detailed plans are outlined later in this report.
- 4. Social issues:**
We will continue to work to remove the inequalities of the past. Our social issues group, run in conjunction with the Observatory Civic Association is well placed in this regard. Assistance to Salt River to form an improvement district will enable that area to begin cleaning and upliftment. Observatory is proudly the most racially integrated suburb in the City and we will strive to maintain and develop this unique aspect.
- 5. Development plan for our ward:**
We are aware that the City intends to update a development plan for our ward. We will make substantial input to that plan. Observatory is largely fully developed but there are two residential developments starting in the near future and many properties are being renovated as the area gains popularity with young families buying houses for the first time. UCT's development of Obzsquare, a residence for seven hundred third and fourth year students, while just outside our border, will have

a significantly beneficial effect on our businesses. We are also delighted that Woolworths has recently decided to relocate a significant part of its administration to Observatory.

6. Become a member of the company:

Any property owner, or duly mandated tenant, in the area can become a member of the company and attend and vote at member meetings. Our members will be required to approve the appointment of directors who will control the running of the company. Members will also be requested to approve our budgets and business plans.

7. Obsid's vision:

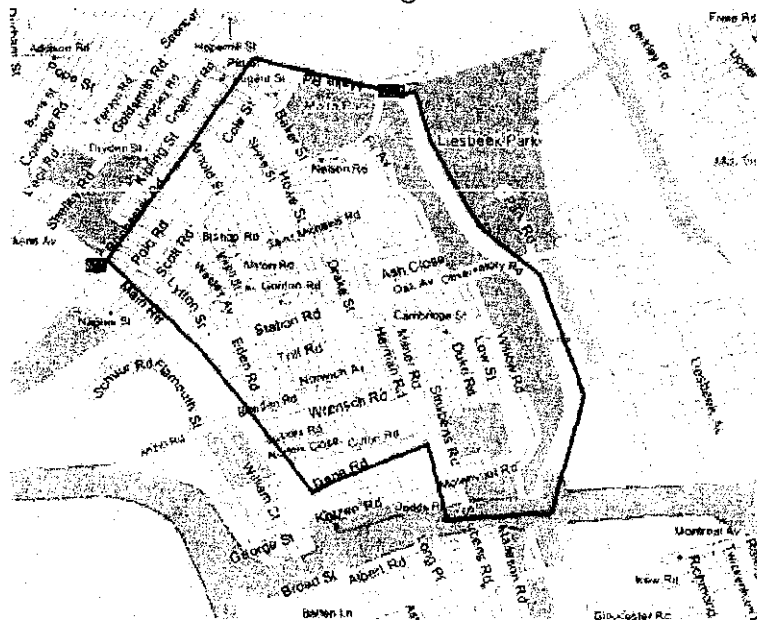
Obsid's vision is captured in its slogan **safer, cleaner, smarter**

8. Obsid's mission is to:

- develop and sustain a **safer, cleaner** and **smarter** public space throughout Observatory
- nurture the unique ambience, charm and diversity of Observatory village as a meeting place of artists, intellectuals, professionals, workers, residents and visitors,
- contribute to a commercially attractive, artistically vibrant, ecologically sustainable and family-friendly environment, and
- foster cooperation between residents, ethical businesses, other stakeholders and the City.

9. Geographical area

9.1. Our area will remain unchanged.




9.2. We are precluded from spending money outside this area.

9.3. The new Groote Schuur Improvement District is adjacent to us on the south side and we also work closely with Woodstock Improvement District.

9.4. We are encouraging Salt River to form an improvement district and have offered them our help in this regard. This will improve the security on our northern border.

10. Our management structure is represented in the schedule below:

OBSID ORGANISATIONAL STRUCTURE and COMMITTEE MEETING SCHEDULES 			
Name	Members (chair in bold)	Additional members	Monthly meeting
BOARD of DIRECTORS	Justin Ashley (Chair) Brian Amery (Acting Vice-chair) Jackie Kruijer (Secretary) Edwin Angless Gareth Leyman Lauren le Roux Thierry Luescher-Mamashela Kim Whitaker Tauriq Jenkins Mike Vietri (alternate for LL)	Council representation to be advised	1st Thursday of the month
FINANCE and OVERSIGHT Committee	Thierry Luescher-Mamashela Jackie Kruijer Kim Whitaker Tauriq Jenkins Brian Amery	Ancois Bester Kuda Madondo	2nd Wednesday of the month at 16.15
COMMUNICATIONS Committee	Jackie Kruijer (Chair) Brian Amery Edwin Angless Tauriq Jenkins Kim Whitaker	Ancois Bester Katherine McKenzie Penny Morrell	2nd Wednesday of the month at 17.15
ENVIRONMENT Committee	Brian Amery (acting chair) Edwin Angless Gareth Leyman	Ancois Bester Jason Turner Reuben Roberts Werner Steyn	2nd Thursday of the month at 11.00
SAFETY Committee	Brian Amery Justin Ashley Tauriq Jenkins	Ancois Bester David Raphael Frank Schuitemaker JP Mouton Henk Stutterheim Kenneth Roman James Cowley	Every 2nd Wednesday of the month & every 4th Wednesday of the month at 10.00

BUSINESS DEVELOPMENT Committee	Kim Whitaker Jackie Kruijer Tauriq Jenkins Lauren le Roux Brian Amery	Ancois Bester Mark Clench Andrew Fife	1st Tuesday of the month at 11.00 continued on following page
CULTURE ARTS, SPORT & HERITAGE Committee	Tauriq Jenkins Thierry Luescher-Mamashela Kim Whitaker Edwin Angless Brian Amery	Ancois Bester	TBC
SOCIAL ISSUES Committee	Brian Amery (acting) Tauriq Jenkins	Ancois Bester Kenneth Roman	Last Thursday of the month at 10.00 (with OCA S.I. Com, at the Multi Purpose Centre, Pickwick Str, Woodstock)
HR Committee	Brian Amery Thierry Luescher-Mamashela Jackie Kruijer	Ancois Bester Natalie Leon	Once p/Quarter & ad hoc Rotating chair
PROJECTS Committee	Edwin Angless Justin Ashley Gareth Leyman Tauriq Jenkins Brian Amery	Ancois Bester	Once p/Quarter & ad hoc
OFFICE staff Volunteers OBSID FIELD staff General workers	Brian Amery – Chief Operations Officer Ancois Bester – Office Manager, Assistant to COO Jackie Kruijer – Volunteer, Secretarial Andrew Fife – Volunteer, Webmaster Kenneth Roman – Fieldworker (seconded from The Haven) Nicholas Jansen – Cleaning supervisor, Environment + Graffiti Ibrahim Chiwaya – General worker, Gardening Unathi Mlindi – General worker, Team Supervisor Nkoli Ngutyana – General worker, Cleaning Monique Jansen – General worker, Cleaning Oscar Mrwashu – General worker, Cleaning Henry Oliver – General worker, Cleaning + Graffiti		brian@obsid.org.za ancois@obsid.org.za jackie@obsid.org.za andrew@cafeatom.co.za obsfieldworker@gmail.com info@obsid.org.za www.obsid.org.za Office: 41 Station Road Phone: 021 448 7090
Obs residents who wish to raise issues or contribute to OBSID are invited to attend committee meetings - or to volunteer skills. Please contact the office to request meeting attendance - dates are subject to re-scheduling. The website calendar also notes meeting dates. Please see below for the preliminary meeting schedule of all OBSID committees. Meetings are held at the OBSID office, except otherwise indicated.			

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11. Services in the plan period

11.1. Cleaning:

This is a core area of our mission and our goal is that Observatory will be as clean as we can possibly make it.

- 11.1.1.1. All streets and pavements will be cleaned at least once per week.
- 11.1.1.2. Weed spraying will be undertaken by the City with our support and monitoring.
- 11.1.2. We will remove graffiti as soon as is practical.
- 11.1.3. Our aim is to recycle our street waste, we will first seek premises for this operation.
- 11.1.4. Pole painting will be requested from City. A project was started by the City and now needs to be completed. Some dangerous poles have been replaced.
- 11.1.5. Drain pits need to be kept clear in order to avoid flooding. We will monitor this and keep the City informed. Our own team can clean these pits in emergency cases.
- 11.1.6. Missing or damaged infrastructure will be monitored and reported to City. This is an area which we will concentrate on in the first year as there has not been enough progress so far. It is an ongoing problem due to large vehicles in narrow streets.

11.2. Safety:

This is another core area for us. Our goal is that people should be safe on the streets of Observatory at all times.

- 11.2.1. Security Service providers will be monitored and compared to the incumbent so that our service levels are of a high standard. Vetus Schola management has displayed excellent commitment in this regard.
- 11.2.2. We will develop improved levels of professionalism through training. Sensitivity training has recently been started and good results have been noted by the public.
- 11.2.3. The "rogues gallery" will be maintained. This is a file of pictures and descriptions of the known criminals who work the Observatory area.
- 11.2.4. We will continue to work, in collaboration with others, to require problem clubs and pubs to obey national and local law. The new Liquor Act will assist us in this regard.
- 11.2.5. Coordination between SAPS, Metropolitan Law Enforcement, our security service provider, other armed response companies, the Neighbourhood Watch, the Community Police Forum and the Sub-forum, and neighbouring Improvement Districts is an integral part of our work. We will maintain good relationships with all security service providers working in the area.
- 11.2.6. We will maintain pressure on drug dealers and users by reporting them to SAPS and assisting with arrests where possible.

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- 11.2.7. We will continue to promote security awareness through flyers, google groups, meetings etc.
- 11.2.8. We will investigate cameras as an aid in the fight against crime and invest when and if budget is available.

11.3. Gardens:

Most open spaces have been planted up as gardens, although there is still scope in the industrial area. This has the dual purpose of changing a spot which was previously unattractive and often a dumping spot or a place for illegal parking, into an aesthetically pleasing item. Our goal is that residents and visitors alike should be impressed with the beauty of our gardens.

- 11.3.1. All 20 gardens will be maintained. The weather is the biggest challenge in this regard.
- 11.3.2. New gardens will be started as areas become identified.
- 11.3.3. We will maintain the pots on Lower Main Road.
- 11.3.4. Tree planting will be encouraged. We have requested a "ring of trees" (around Observatory) from the City but this has not yet been incorporated into budgets.

11.4. Social Issues:

It is an unfortunate fact that the homeless contribute to littering and that a few of them take part in criminal activities. Our goal is to restore dignity and quality of life to the streets and public spaces for residents, visitors and commuters alike.

- 11.4.1. Our field worker will continue to assist homeless people to find shelter. We feel we are on top of new arrivals onto our streets. There is a core of people who have been living on stoeps or streets in Observatory for many years, these are proving challenging.
- 11.4.2. Assistance to homeless people to reintegrate into society will be offered. This assistance includes getting identity documents, refugee documents, social grants, pensions and so forth for those in need. Frequently rehabilitation from drug or alcohol abuse is necessary.
- 11.4.3. We have developed a database of all homeless people in the area and we are sharing this data with the field workers from Groote Schuur and Woodstock Improvement Districts.
- 11.4.4. In collaboration with others, we have targeted certain street people for assistance. One of these is currently doing well in a drug rehab programme, one is currently in custody but we have a special programme outlined for him after the case has been heard, one requires psychiatric assistance, which is a complicated process, and we have another young boy who has indicated his willingness to enter a drug rehab programme.
- 11.4.5. We support the City's "Give a hand up not a hand out" programme. There is no point in giving money, food or shelter to the homeless unless it is in conjunction with an opportunity to start a reintegration process. Without access to a social support system, handouts perpetuate the problem.

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11.5. Business development:

Our aim here is to make Observatory an easy place in which to do business and to publicise all the offerings we have to a wider audience in order to put Observatory firmly on the map as the place to do business in accordance with our mission.

- 11.5.1. We will complete and maintain a business database so that residents will be able to access information on all the goods and services offered in Observatory.
- 11.5.2. We will hold more development workshops, building on the work we have done for new and small businesses.
- 11.5.3. A web based business directory is under development. This is an exciting project aimed at creating more business for Observatory businesses.
- 11.5.4. We have been attempting to get control of the village green for over a year so that we can assist to facilitate the development of a weekly market. We hope for success in this regard in the near future. We have a clear blueprint of the nature of our market which will have a distinctly Obs feeling.
- 11.5.5. We support the Obs festival and mini festivals.
- 11.5.6. We plan to install a Customer Relations Management system to improve communication systems throughout Observatory.

11.6. Projects:

Our goal with our project committee is to undertake and support projects which fit our mandate. We will also lobby Third Parties / partners to undertake projects falling outside our ambit.

- 11.6.1. A large chess board is planned for under the Station Road bridge.
- 11.6.2. A map of Observatory is being developed which will be available in digital form. Printed versions will be displayed in high traffic areas. A large painted version is planned for the corner of Trill and Lower Main Road. The map can be adapted to show different areas of interest such as all accommodation places, all restaurants, all businesses offering services relevant to parents of young children, and so forth. We would hope to generate some income from these sources.
- 11.6.3. We are supporting the history project which aims to produce multi-media coverage of the history of Observatory.
- 11.6.4. Other projects as they arise.

11.7. Communication:

Our communication committee aims to inform our residents of our progress and the public of the good news about Observatory.

- 11.7.1. We will complete our border signage.
- 11.7.2. The monthly newsletter in Obslife will be maintained as the primary source of communication to Observatory residents.
- 11.7.3. We will attempt to build and maintain good relationships with Peoples Post and other journals.

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11.7.4. Our AGM is the prime source of communication with our members.

11.7.5. We will improve and maintain the website and other social media.

11.8. Enhance and supplement municipal services:

Certain things are beyond our powers and our budget but we have identified the need in various forums and our job is to act as liaison between the community and the authorities to bring about improvement in these areas.

11.8.1. Traffic plan

11.8.2. Cyclops cameras

11.8.3. Street lighting

11.8.4. Removal of overhead wires

11.8.5. Repair streets and pavements

11.8.6. Malta Park cricket stadium

11.8.7. Hartleyvale stadium upgrade

11.8.8. C3 system portal

11.9. Finance and oversight:

The Finance & Oversight Committee evaluates the accuracy, reliability and completeness of financial statements and the safeguarding of company assets *inter alia* by means of independent audits; establishes and reviews the adequacy of internal financial systems and control processes; advises the Board of Directors with respect to matters of finance and oversight; and ensures that robust audit processes take place.

11.9.1. A clean audit report is a requirement

12. Budget is appended as annexure A

13. The implementation plan is appended as annexure B

OBSERVATORY IMPROVEMENT DISTRICT

5 YEAR IMPLEMENTATION PLAN

1st July 2012 to 30th June 2016

PROGRAM 1 - MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Prepare accounts on time	Brian Amery (BA)	12	12	12	12	12	12	Accounts out within 10 days	
2. Monthly reports to city	BA	12	12	12	12	12	12	Completed by due date	
3. Annual financial statements	BA	1	1	1	1	1	1	Completed by due date	
4. Clean audit report	BA	1	1	1	1	1	1	Self evident	
5. Successful AGM	Jackie Kruijer (JK) / BA	1	1	1	1	1	1	Consensus reached on all issues	
6. Prepare annual budget for city	BA	1	1	1	1	1	1	Budget accepted by city	
7. Hold monthly directors meetings	BA	10	10	10	10	10	10	Minutes published	
8. Hold various internal committee meetings	Committee Chairs	Depends on committee	12	12	12	12	12	Minutes	
9. Sit on Observatory Civic Association committee	BA	11	11	11	11	11	11	Minutes	
10. Maintain excellent relationships with neighbouring SRAs	BA	Ongoing	12	12	12	12	12		
11. Attend to residents' and ratepayers' enquiries	Ancois Bester (AB)	Ongoing	12	12	12	12	12	Level of satisfaction	
12. Facilitate all meetings, prepare agenda and minutes	AB	Ongoing	12	12	12	12	12		
13. VAT compliance	BA	6	6	6	6	6	6	No penalties	
14. PAYE compliance	BA	12	12	12	12	12	12	No penalties	
15. Get tax clearance certificate	BA	October	1	1	1	1	1		
16. Work within budget	BA	Ongoing	12	12	12	12	12		
17. Maintain property price statistics	BA	1	1	1	1	1	1		Publish increase
18. Maintain good relationships with ward councilor	BA /AB	Ongoing	12	12	12	12	12		
19. Attend Pinelands sub council meetings	BA	11	11	11	11	11	11		

PROGRAM 1 - MANAGEMENT & OPERATIONS									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
20. Sit on ward forum and attend meetings	BA	11	11	11	11	11	11	Minutes	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Improving level of professionalism through training	Vetus Schola (VS) / BA	Ongoing	12	12	12	12	12	Training sessions held	
2. Quarterly awards	VS / BA	Quarterly	4	4	4	4	4		
3. Develop and improve relationships with all security service providers	VS / BA	Ongoing	12	12	12	12	12		
4. Maintain pressure on drug dealers and users	VS / BA	Ongoing	12	12	12	12	12	Drug arrests	
5. Improve service from metro law enforcement	BA	Ongoing	12	12	12	12	12	Statistics at sub-council	
6. Work to reduce noise and other nuisance from "rogue" clubs	VS / BA / CPF / ONW	Ongoing	12	12	12	12	12	Number of noise complaints	
7. Attend joints meetings with SAPS	VS / BA	Weekly	12	12	12	12	12		
8. Sit on CPF	BA	Monthly	12	12	12	12	12		
9. Sit on sector CPF	BA	Monthly	12	12	12	12	12		
10. Attend neighbourhood watch meetings	VS / BA	Quarterly	12	12	12	12	12		
11. Maintain and improve statistics	Frank Schuitemaker (FS)	Ongoing	12	12	12	12	12	Reports	
12. Team-building events	VS / BA	Bi-annual	2	2	2	2	2		
13. Prosecute illegal posters	BA	As opportunity arises	12	12	12	12	12		
14. Get Tasriet Arendse onto a program	VS / BA	As opportunity arises	1					Tasriet rehabilitated	
15. Get Colin into a programme	BA / VS / SAPS	As opportunity arises	1					Colin rehabilitated	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
			Y1	Y2	Y3	Y4	Y5			
16. Maintain "rogues gallery" and secure arrests	VS / Kenneth Roman (KR) / AB	Ongoing	12	12	12	12	12			
17. Patrol vagrant hot-spots	VS	Ongoing	12	12	12	12	12	VS reports		
18. Investigate camera options and implement	BA			12						

PROGRAM 3 - CLEANSING INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
			Y1	Y2	Y3	Y4	Y5			
1. All streets cleaned once per week as per roster	Nicholas Jansen (NJ) and 4 cleaners	Weekly	12	12	12	12	12	Observation		
2. Collect bags	Driver (Currently BA)	3 X week	12	12	12	12	12	Observation		
3. Graffiti removed immediately	NJ	Ongoing	12	12	12	12	12	Observation		
4. Illegal posters removed	NJ	Ongoing	12	12	12	12	12	Observation		
5. Re-cycling of street waste	Bazil Viljoen (BV)	Ongoing	12	12	12	12	12	Records		
6. Arrange drain pit cleaning with city	BA	As required	12	12	12	12	12			
7. Arrange weed spraying with city	BA	2 X year	2	2	2	2	2	Completed		
8. Do own weed spraying as required	Henry Oliver (HO)	As required	12	12	12	12	12	Observation		
9. Work to facilitate household and commercial waste recycling	AB	Ongoing	1					Programme in place		

Program 4 - URBAN MANAGEMENT INITIATIVES									
ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Street lighting improvements	BA	1	1					Completed	
2. Report street lights not working	NJ / AB	Ongoing	12	12	12	12	12	Completed	
3. Report missing street signs	NJ / AB	Ongoing	12	12	12	12	12	Completed	
4. Report missing drain covers etc.	NJ / AB	Ongoing	12	12	12	12	12	Completed	
5. Report potholes etc.	NJ / AB	Ongoing	12	12	12	12	12	Completed	
6. Tree planting	Ibrahim Chiwaya (IC)	As required	12	12	12	12	12	Completed	
7. Request council to complete light pole painting (again)	AB	1	1					Completed	
8. Street markings	BA			1			1	Completed	
9. Yellow paint	BA				1			Completed	
10. Taxi rank	BA	1	1					Completed	
11. Closure of Lower Main Road at weekends	BA	1	12	12	12	12	12	Completed	
12. Traffic calming measures	BA	1	1					Completed	
13. Traffic at Premier Milling	BA	1	1					Completed	
14. Overall weight limit for trucks	BA	1	1					Completed	
15. Gain control of the village green	BA	1	12	12	12	12	12	Completed	
16. Maintain and develop gardens	IC	Ongoing	12	12	12	12	12	Observation	
17. Hope to become a C3 portal	AB	1	12	12	12	12	12	Completed	
18. Outside chess board under Station Road bridge	BA / AB	1	1					Completed	
19. Obs map	BA / AB	1	1					Completed	
20. Trill Road one way street	BA	1	1					Completed	
21.									
22.									

Program 5 - SOCIAL INTERVENTION INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY (per year)	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
			Y1	Y2	Y3	Y4	Y5			
1. Continue the program using Kenneth Roman through Haven	KR	Ongoing						Monthly report		
2. Maintain and develop data base	KR / AB	Ongoing	12	12	12	12	12	Monthly inspection		
3. Sit on social issues forum	BA / KR	Monthly	12	12	12	12	12	Minutes		
4. Sensitivity training for security staff	KR / VS	3	12	12	12	12	12	Sessions held		
5. Night counts	KR / VS	4	12	12	12	12	12	Monthly report		
6. Assist homeless to provide shelter	KR	Ongoing	12	12	12	12	12	Monthly report		
7. Assist homeless to reintegrate into society (ID, Social Grants, etc)	KR	Ongoing	12	12	12	12	12	Monthly report		
8. Publicise the "hand up not a hand out" campaign	AB	2	12	12	12	12	12			

Program 6 - MARKETING AND COMMUNICATION INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY (per year)	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
			Y1	Y2	Y3	Y4	Y5			
1. Publish centre spread in Obslife	AB / JK / BA	8	12	12	12	12	12	Publication		
2. Maintain google group	AB	Ongoing	12	12	12	12	12			
3. Maintain facebook page	AB	Ongoing	12	12	12	12	12			
4. Post to other groups as required (ONW, Iloveobs, etc.	AB	Ongoing	12	12	12	12	12			
5. Complete the development of the Obs brand	Kim Whittaker (KW) / AB	1	1					Completed		
6. Provide support for the Obs history project	Edwin Angless (EW) / AB	Ongoing	12	12	12	12	12	History project finalised		
7. Signage at entrance points	AB / BA	1	1					Signs erected		
8. Estate agent meetings	JK / AB	3	12	12	12	12	12	Minutes		
9. Pubs and clubs database and email list	Andrew Fife (AF) / AB	Ongoing	12	12	12	12	12	Completed and up to date		
10. Publish financial information in Obslife	BA	4	12	12	12	12	12	Publication		

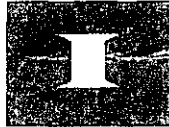
Program 7 – BUSINESS DEVELOPMENT INITIATIVES									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Initiate a market	BA	Weekly	12	12	12	12	12	Market takes place	After village green in our control
2. Create business database and website	KW	Ongoing	12	12	12	12	12	Business database and map on web	
3. Support the Obs festival	BA / AB	1	1	1	1	1	1	Successful festival	
4. Support Mini festivals	BA / AB	4	4	4	4	4	4	Successful mini festivals	
5. Sit on Obs Business Forum and attend meetings	BA	Monthly	12	12	12	12	12	Minutes	

OBSERVATORY IMPROVEMENT DISTRICT

Annexure A

5 YEAR BUDGET AS PER BUSINESS PLAN

	2012/13	2013/14	2014/15	2015/16	2016/17
EXPENDITURE	R	R	R	R	R
1. Employee Related	745 439	601 347	861 448	926 057	995 511
Salaries	745 439	801 347	861 448	926 057	995 511
Bonus Provision					
2. Core Business	2 175 190	2 339 154	2 513 330	2 701 634	2 904 046
Cleansing Services	56 156	60 368	64 895	89 762	74 995
Environmental Upgrading (Greening, landscaping, recycling, etc.)	11 664	12 364	13 106	13 892	14 726
Law Enforcement					
Security Services - CCTV					
Security Services	2 035 370	2 188 023	2 352 124	2 528 534	2 718 174
Social Upliftment	72 000	77 400	83 205	89 445	96 154
3. Depreciation	32 000	32 000	30 000	30 000	30 000
4. Repairs and Maintenance	3 989	4 200	4 500	4 900	5 300
5. Services Accounts ex CCT					
6. Interest Paid					
7. General Expenditure	214 940	239 090	260 416	284 997	306 956
Accommodation (Rent)	65 340	71 874	79 061	86 968	95 664
Accounting fees	3 000	3 180	3 371	3 573	3 787
Administration and management fees					
Auditor's remuneration	18 000	19 080	20 225	21 438	22 725
Bank charges	9 200	9 752	10 337	10 957	11 615
Computer expenses (including Website)	6 600	6 996	7 416	7 861	8 332
Contingency / Sundry	6 000	6 360	6 742	7 146	7 575
Insurance	12 400	13 144	13 933	14 769	15 655
Marketing and promotions	48 000	50 880	53 933	57 169	60 599
Meeting expenses	6 000	6 360	6 742	7 146	7 575
Printing and stationery	9 000	9 540	10 112	10 719	11 362
Projects: Specify	6 000	15 000	20 000	27 000	30 000
Protective clothing	3 600	3 816	4 045	4 288	4 545
Telephone and fax	9 800	10 388	11 011	11 672	12 372
Traveling	12 000	12 720	13 483	14 292	15 150
Other: Specify			8		
8. Capital Expenditure	7 685	2 786	4 200	1 950	3 930
Office Furniture					
Office Equipment					
Computer Equipment	7 685	2 786	4 200	1 850	3 830
CCTV Cameras					
Other: Specify					
9. Future Provision					
Assets					
Operational Project					
Capital Project					
Specify Other					
10. Bad Debt Provision 3%	96 324	105 698	113 626	122 149	131 309
TOTAL EXPENDITURE	3 277 466	3 523 275	3 787 522	4 071 565	4 376 953
INCOME	R	R	R	R	R
1. Revenue - SRA Levy	-3 277 466	-3 523 276	-3 787 522	-4 071 566	-4 376 955
2. Other: Specify					
TOTAL INCOME	-3 277 466	-3 523 276	-3 787 522	-4 071 566	-4 376 955
(SURPLUS) / SHORTFALL	-0	-1	0	-1	-2
BUDGET GROWTH	0%	0%	0%	0%	0%



INDEPENDENT NEWSPAPERS CAPE

NEWSPAPER HOUSE 122 ST GEORGE'S MALL CAPE TOWN 8001
P.O. BOX 56 CAPE TOWN 8000 TEL (021) 488 4911
Fax (021) 488 4762 RETAIL ADVERTISING (021) 488 4110
CLASSIFIED ADVERTISING (021 424 9891)

ADDRESS2

OBSERVATORY IMPROVEMENT DISTRICT
41 STATION ROAD

OBSERVATORY
7925

AD Number: 8441861

CERTIFICATION OF INSERTION

I hereby certify that the cutting attached is an exact copy of a legal advertisement which appeared in the CAPE TIMES printed on Friday, 30 September, 2011.

Classified Advertising Manager

OBSERVATORY
IMPROVEMENT DISTRICT
SAFER CLEANER SMARTER
IPC Registration Number: 2206/2008/070

**APPLICATION TO RENEW THE TERM OF THE
OBSERVATORY SPECIAL RATING AREA**

Notice is hereby given that:

1. The Directors of the Observatory Improvement District have applied to renew the term of the Observatory special rating area in terms of the City of Cape Town: Special Rating Area By-Law, 2009, read together with the City of Cape Town: Special Rating Area Policy, 2011 in the area bounded by Rochester Road, Malta/ Liesbeeck Parkway, Main en Dane Roads.
2. The Observatory SRA renewal application, together with other particulars of the application, is available for scrutiny at the SRA office at 41 Station Road, Observatory and at the City of Cape Town, Inter Service Liaison office, 8th Floor, Civic Centre, 12 Hertzog Boulevard, Cape Town (Enquiries: R Rossouw, tel: 021 400 5148).
3. Any objections to the renewal of the term of the Observatory SRA must be submitted in writing and addressed to the City Manager, Private Bag X 9181, Cape Town, 8000 or hand delivered to the City Manager, 5th Floor, Podium Block, Civic Centre, 12 Hertzog Boulevard, Cape Town.
4. Objections must be received by the office of the City Manager by no later than 30 November 2011.

(8441861)

Tax Invoice

Invoice No. 382721	Date 03/10/2011
Order No / Order by ANCOIS	Account reference. 7841805

OBSERVATORY IMPROVEMENT DISTRICT
41 STATION ROAD
OBSERVATORY
7925

40 Heerengracht, P.O. Box 692, CAPE TOWN, 8000
 ADVERTISEMENTS PHONE: (021) 406-2222 / (041) 503-6111

FOR ACCOUNT Mrs Nadia Lategan
 ENQUIRIES PHONE: (021) 406-3204
 865035339
 FAX: (021) 406-3187
 RIGHT FAX: 865311038
 EMAIL: nadia.lategan@media24.com

PUBLICATIONS

DB - Die Burger (WesKaap)

Cheques must be made out to Media24 Limited. Banks do not accept cheques with any changes

Date	Classification / Description	Publ.	Size	Col	Tariff	Discount	Nett Total	VAT	TOTAL (R)
01/10/11	237 TENDERS AANSOEK OM VERLENGING	DB	8X2	0	74.22	0.00	1,187.52	166.25	1,353.77
								Invoice Amount in Rands (ZAR)	1,353.77



ADVERTENSIE/KENNISGEWING

AANSOEK OM VERLENGING VAN DIE TERMYN VAN DIE OBSERVATORY SPESIALE-AANSLAGGEBIED

Kennis geskied hiermee dat:

- Die Direkteure van die Observatory Verbeteringsdistrik, het aansoek gedoen om die verlenging van die termyn van die Observatory spesiale-aanslaggebied Ingevolge die Kaapstad: Spesiale-aanslagverordening, 2009 saam gelees met die Kaapstad: Spesiale-aanslagbeleid, 2011 in die gebied wat begrens word deur Rochesterstraat, Malta/ Liesbeeck Parkway, Hoofweg en Oanestraat.
- Die aansoek, tesame met ander besonderhede, lê ter insae in die spesiale-aanslaggebied se kantoor 1e Stationsstraat 41, Observatory, asook in die ISL-kantoor, 8ste Verdieping, Burgersentrum, Hertzog Boulevard 12, Kaapstad (navrae: R Rossouw, tel 021 400 5148).
- Enige besware teen die aansoek om verlenging van die Spesiale-aanslaggebied se termyn moet skriftelik gerig word aan die Stadsbestuurder, Privaatsak X 9181, Kaapstad 8000 of per hand afgelewer word by die Stadsbestuurder, 8de Verdieping, Podiumblok, Burgersentrum, Hertzog Boulevard 12, Kaapstad.
- Besware moet die Stadsbestuurder teen nie later nie as 30 November 2011 bereik nie.

RDL:RN:7841805 181GUGF OKL 1-12371-011

TERMS: STRICTLY 30 DAYS

3. Complaints or mistakes with regard to a
 If not, the complaint will be invalid and v

21 days of date of invoice to the above person.
 complaint number.

Please tear off here for direct depos

to stamp your invoice as proof of payment.



DEPOSIT SLIP/DEPOSITOSTROKIE

ABSA BANK Limited/ Beperk (Reg. No. 1986/004794/06)
 HEERENGRACHT
 KODE/CODE: 506 - 009

Date Datum _____
 Acc no/ Rek-no **055 000 0059**

NB - This bank account is ONLY for advertisements an NOT for subscribers.

Media24 Limited

T/A DIE BURGER

Credit Krediteer

Teller's date stamp and signature Kassier se datumstempel en handtekening	Drawer's name Trekker se naam	Bank	Branch name/Clearing code Taknaam/Verrek-kode
	1		
	2		
Details of depositor/Besonderhede van deponeerder		Total R	
Name (Print) Naam (Drukskrif)		OBSERVATORY IMPROVEMENT DIST Inv No 382721	
Signature Handtekening		Dep reference Dep verwysing 7841805	

**MOSSEL BAY MUNICIPALITY
INVITATION TO TENDER**

CLOSING TIME: 12:00 CLOSING DATE: 30 SEPTEMBER 2011
TENOER 79/2011: CLEANING OF 408MM - 450MM Ø SEWER PIPELINE IN MOSSEL BAY

Tenders are hereby invited from service providers for the cleaning of 400mm - 450mm Ø sewer pipeline in Mossel Bay.

Tenders must be submitted on the original documents and remain valid for ninety (90) days after the closing date of the tender. Enquiries pertaining to the specifications can be addressed to Mr Eric Louw at telephone 044 606 5270. Enquiries pertaining to the completion of the documents can be:

A set of tender document Melany Petersen at teleph payable to the Mossel Bay will be free of charge. Ad set.

Friday, September 16, 2011 CAPE TIMES

A set of tender document (follow the Procurement-

Fully completed tender d tender box on the Lower later than 12:00 on Frid Mossel Bay Municipality and time. The envelopes n the tender as above.

Tenders will be pre-evalu points for functionality will

The tender will be evalua Preferential Procurement f maximum of 10 points for

Receipts will be issued o Mondays to Fridays. Recei hours or which are receive

The tender box will be emp will be opened in public. I circumstances be acceptec

The Municipality reserves re-advertise or to reject an itself to accepting the low number of points.

It is expected of all Bidde Supplier Database to regist the right not to award tend

DR M GRATZ
MUNICIPAL MANAGER

711 Public Notices 711 Public Notices

Notice of Annual General Meeting

The Blackheath Improvement District NPC 2005/036286/08 will be hosting its Annual General Meeting and all stakeholders are invited to a review of the year's activities.

Date: 12 October 2011

Time: 13:00

Venue: Peninsula Beverage, School Street, Blackheath

Resolutions presented at the AGM can only be voted on by bona fide members of the Blackheath Improvement District. This membership is available free of charges to all owners of industrial property within the SRA footprint, but they must be registered before 30 September 2011.

For further information on how to register go to www.bcid.co.za or e-mail bcid@kingsley.co.za or call 021 505 0929 (0420011)

**Bid Reference: 08/2/9/13
PROVISION OF CONSULTING ENGINEERING SERVICES (CIVIL, ELECTRICAL AND MECHANICAL) FOR VARIOUS SEWAGE AND WATER RELATED PROJECTS IN THE WITZENBERG REGION.**

Bids will be evaluated according to the 90/10 points system. Bidders should be registered with the

Weskus Distriksmunisipaliteit

**KENNISGEWING
GOP PROSESPLAN 2012/2016**

Kennisgewing word hiermee gegee in terme van Artikel 21 van die Plaaslike Regering: Wet op Munisipale Finansiële Bestuur (Wet 56 van 2003) en Artikel 28 van die Plaaslike Regering: Wet op Munisipale Stelsels (Wet 32 van 2000), dat die Munisipaliteit se GOP Prosesplan rakende die samestelling van die nuwe vyf jaar Geïntegreerde Ontwikkelingsplan en die samestelling van die drie jaar konsep begroting (2012-2014) beskikbaar is vir inspeksie.

Die Weskus Distriksmunisipaliteit se GOP prosesplan is beskikbaar vir insae in die volgende Munisipale Kantore: • Swartland Munisipale Kantore • Bergrivier Munisipale Kantore • Saldanhabaai Munisipale Kantore • Matzikama Munisipale Kantore • Cederberg Munisipale Kantore.

Vafrage/kommentaar in hierdie verband moet skriftelik ingehandig word teen 12:00 op 14 Oktober 2011 aan die Munisipale Bestuurder by die onderstaende adres.

Enige persoon wat nie kan lees of skryf nie kan die bogenoemde munisipaliteit kontak om hulle te help om skriftelike kommentaar te lewer. Alternatiewelik kan mnr Earl Williams by die Weskus Distriksmunisipaliteit op 022 433-8400 gekontak word om hulp te verleen met die samestelling van hul kommentaar.



MUNISIPALE BESTUURDER
Weskus Distriksmunisipaliteit
Posbus 242,
Moorreesburg 7310

rv.human@jcs.co.za

Human Communications (Cape) CS3150A

West Coast District Municipality

**NOTICE
IDP PROCESS PLAN 2012/2016**

Notice is hereby given in terms of Section 21 of the Local Government: Municipal Finance Management Act (Act 56 of 2003) and Section 28 of the Local Government: Municipal Systems Act (Act 32 of 2000), that the Municipality's IDP Process Plan regarding the compilation of the new five year integrated Development Plan and the compilation of the three year draft budget (2012-2014) is available for inspection.

The West Coast District Municipality's IDP Process Plan is available for perusal in the following Municipal Offices: • Swartland Municipal Offices • Bergrivier Municipal Offices • Saldanha Bay Municipal Offices • Matzikama Municipal Offices • Cederberg Municipal Offices.

Enquiries/commenta in this regard must be in writing and submitted at 12:00 on



*City Improvement District
Blackheath*
committed to making a difference

**Kennisgewing van Algemene
Jaarvergadering**

Die Blackheath Verbeteringsdistrik hou sy Algemene Jaarvergadering en alle belanghebbende persone word genooi na 'n oorsig oor die jaar se bedryfsverloop.

Datum: 12 Oktober 2011
Tyd: 13:00
Plek: Peninsula Beverage, Skoolstraat, Blackheath

Slegs bona fide-lede van die Blackheath Verbeteringsdistrik kan stem vir resolusies wat by die Algemene Jaarvergadering ter tafel gelê word. Alle eienaars van industriële eiendomme wat binne die Spesiale-heffingsgebied val, kan lede word sonder enige koste daaraan verbonde, maar moet geregistreer wees voor 30 September 2011.

Vir verdere inligting asook oor hoe om te registreer kontak die Blackheath Verbeteringsdistrik by: www.bcid.co.za of stuur 'n e-pos aan bcid@kingsley.co.za of 021 905 0929 (06042 Sept 16 (25))



**KENNISGEWING
Algemene Jaarvergadering**

Die Observatory Verbeteringsdistrik hou sy Algemene Jaarvergadering en alle belanghebbende persone word genooi na 'n oorsig van die afgelope jaar se bedryfsverloop, asook 'n voorlegging van die nuwe vyf jaar Besigheidsplan.

Datum: 8 Oktober 2011
Tyd: 10:00
Plek: Observatory Gemeenskap Sentrum

Slegs bona fide-lede van die Observatory Verbeteringsdistrik kan stem vir resolusies wat by die Algemene Jaarvergadering ter tafel gelê word. Alle eienaars van kommersiële, industriële en residensiële eiendomme wat binne die Observatory Verbeteringsdistrik val, kan lede word sonder enige koste daaraan verbonde, maar moet geregistreer wees voor 3 Oktober 2011.

Vir verdere inligting asook hoe om te registreer kontak die Observatory Verbeteringsdistrik by: www.obcid.org.za, stuur 'n e-pos na info@obcid.org.za of skakel 021 449 7090

ROL-RN/08/1805/1807/RTK 5ePL 16/12/11-LL

OBJECTIONS TO OBSERVATORY IMPROVEMENT DISTRICT TERM RENEWAL APPLICATION			
Owner name and address	Objections	Meeting between OBSID and objector	Council comment
J M B Garcia 15 Wesley Street	<p>1. Do not need a private organisation to suck our money to employing loafers.</p> <p style="text-align: center;"><u>Second letter:</u></p> <p>2. He believes that Council must provide up to standard services and not a SRA that adds to the financial burden on rates payers.</p> <p>3. Never seen SRA cleaning between Wesley, Milton and Bishop Roads.</p>	<p>1. Objector refused to meet or correspond further with OBSID.</p> <p>2. SRA confirmed that services as per the Business Plan are provided that include the area referred to.</p>	As the objector feels strongly to use his right to object but refuses to debate it Council can only note that he is opposed to OBSID in general.
Hilton Hesse 24 Cranko Road	<p>1. Residents should not pay an extra charge when we already pay rates on our property.</p>	<p>OBSID met with the objector on 9 December 2011. The objector agreed with the minutes</p> <p>1. Objector was informed of realities affecting the area.</p> <p>2. Objector agrees that OBSID do improve the area and would like to see a continuation thereof.</p> <p>3. He believes Council must foot the bill.</p> <p>4. Made proposal regarding areas that OBSID could focus on.</p>	<p>1. SRA is established by consent of the majority of property owners to improve their area to a higher standard as set in the Business Plan.</p> <p>2. Council noted that the rate payer requires a higher level of service which the OBSID provides to supplement existing municipal services.</p> <p>3. Property owners must fund additional municipal services as per the Section 22 of the MPRA.</p> <p>4. OBSID to investigate/ implement.</p>
M A Waumsley 70 Arnold Street	<p>1. SRAs are unconstitutional and the OBSID was established illegally.</p>	<p>Objector refused to meet or correspond with OBSID.</p>	<p>1. The SRA is governed by national legislation (Municipal Property Rates Act) and was legally established into the SRA By-Law and Policy requirements.</p>

	<p>2. Property owners must be informed by post and voting should be done at a polling station.</p> <p>3. Large property owners are unfairly discriminated against and pensioners with more than one property do not qualify for a rebate.</p> <p>4. The City assists to fund the SRAs while only individuals benefit financially.</p> <p>5. Unhappy with the way the security officers treat people.</p> <p>6. Refer to an email posted on the OBSID Google group page regarding service delivery anomalies.</p> <p>7. Questioned the public participation process.</p>		<p>2. The renewal process fully complies with the requirements of current legislation. It seems that the objector referred to the original establishment process. This was considered when Council originally approved the OBSID on 26 August 2009 (Item C 44/08/09).</p> <p>3. The SRA legislation adheres to the Rates Policy criteria. Property owners get 100% exemption from SRA levies if qualifying for any rates relief.</p> <p>4. Council oversee the legal process of establishment and/or renewal. The Board members of a SRA are not remunerated only the employed staff.</p> <p>5. This matter was resolved when raised with Council within 2011. Cll Chappell, ISL officials and the SRA Board were involved.</p> <p>6. Not able to comment as the content or identity of the person posting the email on the blog is unknown.</p> <p>7. As per point 2 the renewal process was done in accordance with the legislative framework that include but were not limited to:</p> <ul style="list-style-type: none"> - approval at AGM; - Adverts in English and Afrikaans newspapers; - Advert in local community newspaper; - notification of property owners by means of notice board posting and pamphlets.
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<p>L N Schultz 86 STRUBENS ROAD</p>	<p>As per the comprehensive objection letter the main objections were summarised as per the conclusion: <i>(The objector(s) submitted their own minutes of the meeting)</i></p> <ol style="list-style-type: none"> 1. A clear delineation of the projects OBSID fund and key responsibilities to ratepayers with each project. <i>(There was no undertaking to deal with the problem of blurred lines of accountability or to improve the definition of goals and objectives for projects and ather OBSID undertakings.)</i> 2. A liaison person for each project who is responsible to rate-payers with each project. 3. An undertaking from the City to respond to individual rate-payers if they have not received adequate service from OBSID. <i>(OBSID unwilling to ask the City for an undertaking)</i> 4. An undertaking of OBSID to operate within municipal By-Law and national law. 	<p>OBSID minutes of 22 December 2011:</p> <ol style="list-style-type: none"> 1.&2. The OBSID Manager is the central point for all queries and information. 3. Noted - OBSID cannot do this on City's behalf. 4. Agree to at all times comply with the By-Law to the best of their ability. 	<ol style="list-style-type: none"> 1.&2. The OBSID is a NPC (Section 21 Company) The Board obtains a mandate from its members to implement the Business Plan annually at the AGM. The Business Plan sets out the goals and objectives and the Board is the entity accountable. At the AGM the Board reports on achievements and budget spend. The members have the opportunity to elect a new Board with a mandate for the following year to implement the Business Plan. 3. The City has a monitoring and oversight role and has to ensure compliance. The City had already engaged with the objector in this regard on several occasions. This is on-going. The City will demand that the OBSID respond and act appropriately. However the individual property owners must approach the OBSID first and if not satisfied then to contact the ISL office. 4. The site cleaning of Molenvliet to establish a community garden was undertaken by OBSID.
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	<p><i>(Objector argues that OBSID continued to do this (Molenvliet) under the banner of definition of goals and limits and override good governance.)</i></p> <p>5. An undertaking from the municipality to ensure that OBSID is operating within all applicable laws. <i>(OBSID unwilling to ask the City for an undertaking)</i></p> <p>6. The (Social) Committee to use international and local best practice with regards to the homeless. <i>(The OBCID cited limited funds for social services and the need to focus on homeless people as there are other categories of people that id also in need.)</i></p> <p>7. A set of goals to be identified for the Social Program. <i>(The absence of goals and a proper baseline study were af concern)</i></p> <p>8. Adequate monitoring and evaluation to be performed. <i>(Objector of the opinion that OBSID reporting to internal committee do not perform the monitoring and evaluation required.)</i></p> <p>9. That the organization (Form/ Committee) respect anti-discrimination legislation and practice sensitivity towards the mentally ill. <i>(OBSID argued this is implicit in their existing practice – objection</i></p>	<p>5. Noted - OBSID cannot do this on City's behalf.</p> <p>6. Agree to work with-in City's best practice regulations and to investigate whether the terminology is the same across the board in order to understand this better.</p> <p>7. The current set of Goals for the Ward 57 Social Issues Form to be supplied by OBSID.</p> <p>8. All agreed that an overall evaluation is needed to identify constraints.</p> <p>9. OBSID endeavour to comply and notes that mistakes are unintentional. To prevent future mistakes, monitoring remains an open issue.</p>	<p>After it was pointed out that this do not fall within the OBSID mandate this project was handed over to a Community organisation with no further OBSID involvement.</p> <p>5. Refer to point 3.</p> <p>6. The Business Plan is approved by the members. The annual Implementation Plan and Budget for 2012-13 were again approved at the AGM.</p> <p>7. The OBSID work with and within a local framework set for the area.</p> <p>8. OBSID to pursue this to ensure adequate monitoring and evaluation to fulfil their goals and objections.</p> <p>9. OBSID to pursue this to ensure compliance.</p>
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	<p><i>disagree and name examples)</i></p> <p>10. Get a neutral third party to investigate alleged abuses by OBSID.</p> <p>11. Affirm the need for correct and legal policing in Observatory. <i>(Objector is of the opinion that OBSID maintained illegal enforcement of by-laws.)</i></p> <p>12. Produce the security brief, make sure that it is in line with the law and does not apply discriminatory profiling. <i>(The existing security brief and/or documents on which the award of the security was made must be available)</i></p> <p>13. Ensure that the crime prevention strategy has a stated goal. <i>(Objector request OBSID to inform property owners of the security mandate to provide the service appointed to d.)</i></p> <p>14. Define the limits of authority of SRA operating in public spaces. <i>(Objector is afraid the City will withhold the basic services if OBSIB start to do it themselves)</i></p>	<p>10. OBSID unwilling to undertake this as they are waiting for the results of the SAHRC investigation.</p> <p>11. The City needs to confirm the need for patrolling by OBSID Public Safety and enforce their operating with-in laws.</p> <p>12. OBSID to provide the current brief by 14 January 2012.</p> <p>13. OBSID to provide summaries of the Committee work, however abstain from taking a decision where OBSID can only operate within these stated areas.</p> <p>14. Matter of OBSIDs regulation of Limits of Authority to be taken to Council</p>	<p>10. The City may respond depending on the outcome of the SAHRC investigation.</p> <p>11. The OBSID mandate is to patrol the common areas and report any irregularities to the appropriate legal enforcement authority.</p> <p>12. Council to ensure that documents were made available to objector. If objector finds any anomalies OBSID to ensure immediate relevant corrective actions.</p> <p>13. Only the SA Police Service and the City Police have the authority and powers to do crime prevention. OBSID may only provide a service as per point 11 above. City to ensure OBSID communicate this with property owners.</p> <p>14. The SRA concept is built upon that SRA only provide Municipal top-up services within the common areas as agreed to by the majority of the property owners.</p>
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CITY MANAGER
PRIVATE BAG X 9191
CAPE TOWN 8000

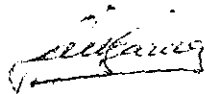
J. M. B. GARCIA
15, WESLEY ST.
OBSERVATORY 7925

RE: OBSERVATORY IMPROVEMENT DISTRICT
TERM RENEWAL

DEAR SIR - WADSWORTH

I STRONGLY OPPOSE THE TERM RENEWAL
OF ABOVE ON THE BASES THAT WE DON'T
NEED A PRIVATE ORGANIZATION TO SUCK OUR
MONEY EMPLOYING LOCALERS.

KINDS REGARDS



J. M. B. GARCIA



OBSID: Observatory Improvement District NPC
41 Station Road
OBSERVATORY
7925

PHONE: 021 448 7090 FAX: 086 639 4005
EMAIL: admin@obsid.org.za

Mrs. J.M.B. Garcia
15 Wesley Street
Observatory

November 28, 2011

Observatory Improvement District
41 Station Road
Observatory

Objection to OBSID renewal

Dear Mrs. Garcia,

The Observatory Improvement District have received your objection to the renewal of our term.

As per City instruction we would like to make contact with you to discuss your concerns in order to focus on rectifying these matters.

As we are not in receipt of your contact telephone number, we ask that you please contact us to arrange a suitable time to meet. You can contact us on 021-448-7090 / 082-574- 9830 or info@obsid.org.za to arrange a convenient time.

Thanking you for your time in advance

Kind regards,

Brian Amery
COO
Observatory Improvement District

SAFER - CLEANER - SMARTER

Directors: B.V. Amery, J.J. Ashley, G. Leyman, G.J. Kruijer (Dutch), T.M. Luescher (Swiss), E.S. Angless
L.G. Le Roux (Alt. M.J. Vietri), K.M. Whitaker (German), T. Jenkins

28 - 11 - 2011

OBSERVATORY
 IMPROVEMENT DISTRICT
 41, STATION RD.
 OBSERVATORY
 AT. BRIAN AMERY

J. M. S. GARCIA
 15, WESLEY ST.
 OBSERVATORY

RE: OBJECTION TO LICENCE RENEWAL

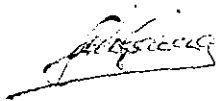
DEAR SIR,

IN ANSWER TO YOUR LETTER (25-11-11) I WOULD LIKE TO RATIFY ^{MY} BELIEVE THAT THE MUNICIPAL SERVICES SHOULD BE UP TO STANDARDS WITHOUT THE NEED OF YOUR TYPE OF BUSINESS THAT ONLY ADD TO THE FINANCIAL BURDEN OF THE ALREADY HARD PRESSED RATEPAYERS.

I WAS OPPOSING YOUR VENTURE SINCE THE VERY BEGINNING AND I ALWAYS WILL BE. NOTHING WILL CHANGE, BUT THIS IS MY CITIZEN OPINION ADVOCATING FOR THE EFFICIENCY OF THE STATE DEPARTMENTS. I ALSO WOULD LIKE TO MENTION THAT I HAVE NEVER SEEN YOUR EMPLOYEES CLEANING WESLEY ST. BETWEEN MILTON AND BISHOP RDS

I STATE MY CASE AND I WOULD LIKE NO FURTHER CORRESPONDENCE IN THIS MATTER.

REGARDS



J. GARCIA

Hello

I am lodging an objection to the renewal of the OBCID as I feel that the residents should not have to pay and extra charge when we are already having to pay rates on our property.

Hilton Hesse
0846867767

Disclaimer: This e-mail (including attachments) is subject to the disclaimer published at: <http://www.capetown.gov.za/en/Pages/disclaimer.aspx>. Please read the disclaimer before opening any attachment or taking any other action in terms of this e-mail. If you cannot access the disclaimer, kindly send an email to disclaimer@capetown.gov.za and a copy will be provided to you. By replying to this e-mail or opening any attachment you agree to be bound by the provisions of the disclaimer.

OBSERVATORY IMPROVEMENT DISTRICT
OBJECTION TO 5 YEAR RENEWAL, COMPLAINANT MEETING
MINUTES



09 December 2011, 09:00, OBSID (41 Station road)

Present: Brian Amery (BA) Hilton Hesse (HH), Ancois Bester (AB)

1 **DISCUSSIONS**

HH noted that City Council should bear the costs of the OBSID, not residents
HH's view is from a resident's point of view, not an Estate agent's
HH feels that the SRA is taking the responsibility away from Council - and Council
should be responsible for the upkeep and improvement

BA noted that approximately 7% of rates collected in Obs is spent in the suburb

AB noted that allocations of funds are given to the Ward, which also includes
Woodstock and Salt River areas

HH noted that he condones OBSID for the work - as there has been a significant
change where security and cleanliness is concerned. He would like to see OBSID
continue with it's work. He expressed that the objection was lodged around the
responsibility of Council for the public areas and he has no qualms about OBSID
continuing the work they are doing, though he would prefer Council to foot the bill
rather than ratepayers

HH proposed areas which OBSID can focus on:

Millstok motors and the vehicles parking on the pavement

Cranko road cleanliness is a concern - McDonalds and KFC should also take
responsibility

Petty crime such as break-ins and muggings are still a concern. HH was recently
mugged of his cell phone in the Liesbeek area

AB and BA will address the above matters

HH was thanked for agreeing to meet with us to discuss these matters

2 **CLOSE**

Runan Rossouw

From: Hilton <hiltonza@hotmail.com>
Sent: 14 December 2011 09:49 AM
To: Brian Amery
Cc: Runan Rossouw
Subject: Re: Objection to OBCID

Hello Brian

Received and in agreement.

Regards

Hilton Hesse
0846867767

From: [Brian Amery](#)
Sent: Tuesday, December 13, 2011 12:34 PM
To: hiltonza@hotmail.com
Cc: [Runan Rossouw](#)
Subject: Re: Objection to OBCID

Hi Hilton,

Many thanks for meeting with us this past Friday to discuss your concerns regarding the OBSID rates.

Please also find attached the Minutes of our meeting. Kindly let us know should you not agree that the Minutes were a true reflection of our discussions.

Thanks and regards,
Ancois

on behalf of

[Brian Amery](#)

OBSID: Observatory Improvement District
tel: 021 448 7090 / fax: 086 639 4005
41 Station road, Observatory

[OBSID website](#) [OBSID Twitter](#) [OBSID Facebook](#) [I love Obs Google group](#) [Obs Neighborhood Watch \(ONW\) Google group](#)

On Thu, Dec 1, 2011 at 9:02 AM, Runan Rossouw <Runan.Rossouw@capetown.gov.za> wrote:

Dear Hilton

Council hereby acknowledges receipt of your objection.

Runan Rossouw

From: margaret waumsley <birdsmtn@gmail.com>
Sent: 08 January 2012 04:13 PM
To: Runan Rossouw
Subject: 2nd objection to the OBS improvement district reinstatement

70 Arnold Street
Observatory 7925
8 January 2012

CITY MANAGER/ and Runan Rousseau
CITY OF CAPE TOWN

FOR ATTENTION ALSO MR NICHOL, LEGAL ADVISOR IN THE MANAGER'S OFFICE

DEAR SIRs

IN ADDITION TO MY FIRST OBJECTION, I OBJECT TO THE FACT THAT THE PROPERTY OWNERS OF OBS. HAVE NOT BEEN PROPERLY INFORMED OF THE PROPOSAL.....A NOTIFICATION IN SMALL TYPE ON THE SIDE OF A WALL PAST WHICH MANY PEOPLE MAY NEVER EVEN HAVE DRIVEN OR WALKED AND A SINGLE SHEET FLYER IN SOME LETTER BOXES.....at least 4 neighbours told me they had not received any notification in their boxes and I think I received a single page.....half of an A4.....and did not think of looking on both sides....where apparently the notification of the closing date for objections was printed....the other side was notifying residents of an AGM.

An intolerable burden of rising costs is ever being added to for the consumer....and even the electricity increases were unnecessarily onerous in the view of the editor of the Tatler in an article printed soon after the increases were instated. In my case appeals to the OMBUD in a rates issue were useless.

In my opinion the first instatement of the OBSIDS was illegal, unjust, unfair AND UNDEMOCRATIC AND IN CONTRAVENTION OF THE CONSTITUTION and so is the 2nd attempt....especially as the CONSUMER PROTECTION ACT IS FULLY OPERATIONAL now. Mr Runan Rousseau cannot be unbiased as he told me that he was 100% in favour of the improvement districts. There was a special meeting called in OBS TO THANK MR ROUSSEAU AND COUNCILLOR PADDY CHAPPELL was also thanked at the meeting for getting the proposers over every obstacle.

At the very least property owners should have registered letters sent by the City and be given an adequate description of the pertinent facts, eg., how much money is at the disposal of the DIRECTORS every month....and any salaries and contracts in detail. The ENTIRE PROCESS NEEDS TO BE STARTED OVER....even the closing date was unfair [30 November 2011] when people were going on holiday and getting ready for Christmas.

The proposal is also unfair to owners of larger properties who have to pay 4 times as much as the majority of residents who pay about R50 but do not realise that VAT is added and with increases the amount may add up to a more worrying figure soon.

Yours Faithfully
Mrs M. Waumsley

This document is written in response to the call by the City of Cape Town call for objections to the renewal of the term of the Special Rating Area (SRA) in Observatory (Cape Times 30 September, 2011).

The SRA is established by a majority of ratepayers and imposes a levy on all ratepayers to fund its activities. The activities and budget of the SRA are managed by a Section 21 company whose members are ratepayers or ratepayers' representatives in the case of business. However, the effect of the SRA is experienced by all who live and work in the area, commuters, tenants and members of the public. The effect of the SRA is to give privilege to ratepayers in deciding the use of the public areas of Observatory and to rate their interests above those of other residents such as tenants and other members of the public. However, most tenants will pay the levy through their landlords and the poor and homeless are tax payers in that they pay VAT but their needs and wishes are not expressed in the SRA. The effect of this is to entrench divisions within the area and to give the management of public funds to a minority of direct ratepayers within that area. This is an ideological problem and we do not discuss it in great depth, but this bias informs many of the poor decisions that the OBSID has made.

Observatory Improvement District

In 2009, a group of residents in Observatory came together to fight the problems of crime and grime. They felt that Observatory had become unsafe and that the litter and unkempt appearance of the suburb had an impact on house prices. They proposed to form a Special Rating Area (SRA) and gained the support of 50% of ratepayers. As noted above, this excludes many who live and work in the area. The SRA was approved by the Council of the City of Cape Town in August 2009 and started operations in October. The Observatory Improvement District (OBSID) was formed as a Section 21 company to manage the funds and affairs of the SRA. As it approaches the end of its three years of operation it is proposing a renewal of its existence for a further five years.

The formation of OBSID was driven by a group of residents who were concerned about the well-being of the suburb. This well-intentioned group was mainly drawn from business owners and members of the Obs Neighbourhood Watch and Observatory Civic Association who had worked extremely hard, mainly on a voluntary basis.

Although it is commendable that this group has put so much effort into the suburb, processes used and the results obtained are questionable. Social interventions require more than good intentions, they require evidence-based practice which is lacking in the OBSID intervention. We believe that it has severe flaws that need to be corrected as a matter of urgency. It is vital that all interventions made with public money are as efficient and targeted as possible to avoid wasteful expenditure where there are many other needs which are underfunded. In addition accountability to citizens, proper monitoring of outcomes and a respect for the laws should be central to any intervention made with tax-payer money.

We have many objections to the way in which OBSID has been run but do not wish to re-hash past arguments. We ask that, in future, the city undertakes that the CID operates within the bounds of the law, observes the right of all citizens to use public space and is accountable to all who live in and use the area. Reasonable monitoring and evaluation of their programmes should be applied and all their policies and plans must be public.

Informal conglomerate of organisations

The first problem that we need to highlight with OBSID is the confusion in respect of the structures of this and associated organisation. There are many interlinked organisations in Observatory: OBSID, OCA, ONW, Obs business owners associations, the association to run the OBSFest, I Love Obs and more. These are characterised by interlocking directorates where the same names appear as office bearers of many organisations, creating conflict of interests. It seems as if there is a diffusion of responsibilities and roles creating difficulty in differentiating between the volunteer organisation and the organisation that receives public money. This means that it is difficult for the individual rate-payers or members of the public (all of whom have an interest in the work of this public entity) to discover exactly what is happening with their money and in their public facilities. Lines of accountability are blurred and outsiders struggle to engage with the decisions and action of the SRA.

As evidence for this we can look at the recent furore around the parks in Observatory. At first sight it appeared as if OBSID had locked the parks in Observatory (see attached pictures) and we asked whether it was legal to restrict access to a public area. Apart from the vitriol that was rained upon our heads, it became clear that a number of different organisations controlled the parks with different rules for obtaining park keys (please see attached transcript). This situation is clearly not conducive to adequate service delivery or efficient business practice. If Obsid is involved in a project, all aspects of the project should be clear to the individual resident without him or her having to search for the body responsible. In the issue of the parks the lines of accountability and organisational roles are very murky and the outsider has no chance of influencing the use of public facilities in their area.

This informal conglomerate of organisations with overlapping membership confuses the issue of who they are supposed to be serving, reflecting mission spread. For example, OBSID's primary goal was to safeguard residents of observatory and to clean the streets. It appears that mission spread has occurred, with OBSID staff and directors involved in organising the OBSfest, running food gardens, and miscellaneous projects such as pole painting. These may be commendable ventures, but they were not included in the original mandate from ratepayers. The plans were vague about many aspects of the budget, such as projects and the proposed new budget retains this feature. This is a problem as the extra rate was levied for a particular purpose and spending outside that purpose without a further mandate is not according to best practice. In the proposed budget, certain line items remains vague and certain claims unintelligible, for example they claim in their motivation (Clause 4), that they work to remove the inequalities of the past without providing any substance to the claim.

As an organisation that uses public money, their primary role should be to serve all residents of Observatory as opposed to certain ratepayers or members of OBSID or business owners. Since the city council is levying a tax, it has a responsibility to us to ensure that adequate service delivery and accountability is practised.

This conglomerate has not been transparent and has been extremely defensive in response to queries. For example we have requested the security brief from OBSID to Vetus Schola, and have waited 2 years for without response. This concealment of a matter of public interest is not excusable in a publicly funded organisation.

As a matter of urgency we request:

- A clear delineation of the projects OBSID funds and key responsibilities to direct ratepayers and other members of the public with each project
- A liaison person for each project who is responsible to ratepayers and members of the public and can provide all information necessary
- Accountability to ratepayers and members of the public
- An undertaking from the city to respond to individual ratepayers and members of the public if they have not received adequate service from OBSID
- An undertaking from OBSID to operate within municipal bylaws and national law
- An undertaking from the municipality to ensure that OBSID is operating within all applicable laws.

Social Issues Committee

The way in which OBSID has approached the social issues that Obsevatory faces has been dogged by methodological difficulties. Obsevatory has always has a group of homeless people and Valkenberg Outpatients who have been residents of the suburb. They are a vulnerable group who face great hardship. The OBSID approach to this group has been flawed and the organisation has not provided the residents with a set of principles for intervention.

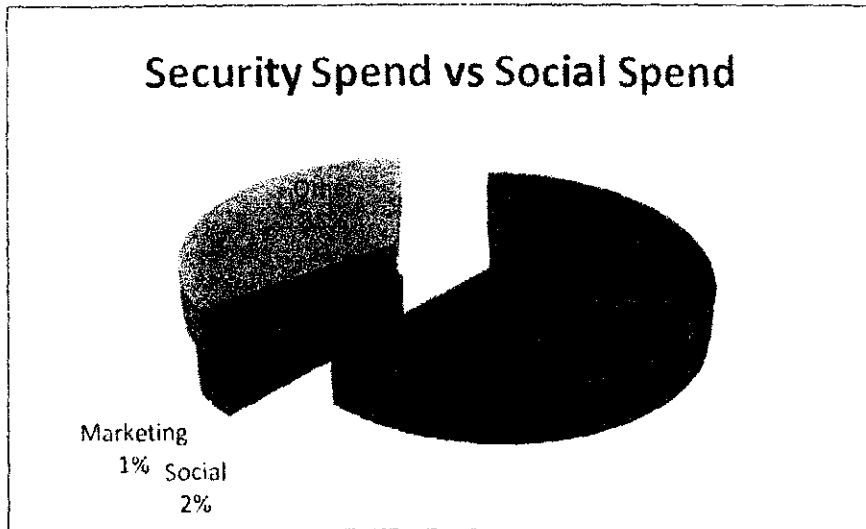
The first clue that best practice has not been even considered is that there is no framework for monitoring and evaluating the intervention. No baseline was taken, no goals for the intervention or indicators have been defined. This is a situation that needs to be addressed with urgency. It is only through a properly conducted evaluation process that the City can be accountable for the way in which funds have been spent and for actions affecting citizens of the city.

In their plan, OBSID mentions that they are planning the "rehabilitate" two homeless residents of Obsevatory (and names them). This raises a number of questions around the authority of OBSID to decide who is in need of rehabilitation and place them in programmes. Why is the private security company involved in rehabilitating people? What do they mean when they speak of "rehabilitation".

The naive discussion of rehabilitation shows how very unfit member of OBSID are to engage in mental health care issues. For example, confidentiality is a basic and well-known tenet of mental health care. We have repeatedly asked them not to publish the names of those they are "rehabilitating" but they persist in doing so (please check the latest plan). In addition, the thread (attached) about "crazy Colin" shows an extraordinary lack of sensitivity to the nuances of mental health care. It is frightening that the people who wrote on the thread are going to be responsible for his rehabilitation. No one is denying that these individuals are in need of assistance or that a psychiatric patient can be a danger to him/herself or others. There is a framework for dealing with such issues and it should be applied rigorously.

Point 3.3 in the plan notes that the street population has shrunk from 70 to 35 people. The question is, of course, what happened to the 35 people? Have they been followed up to track the success of the programme We believe that OBSID's attitude to social issues can

be summarised in the following graph that compares expenditure on social issues to expenditure on security (expressed as a percentage of total spend).



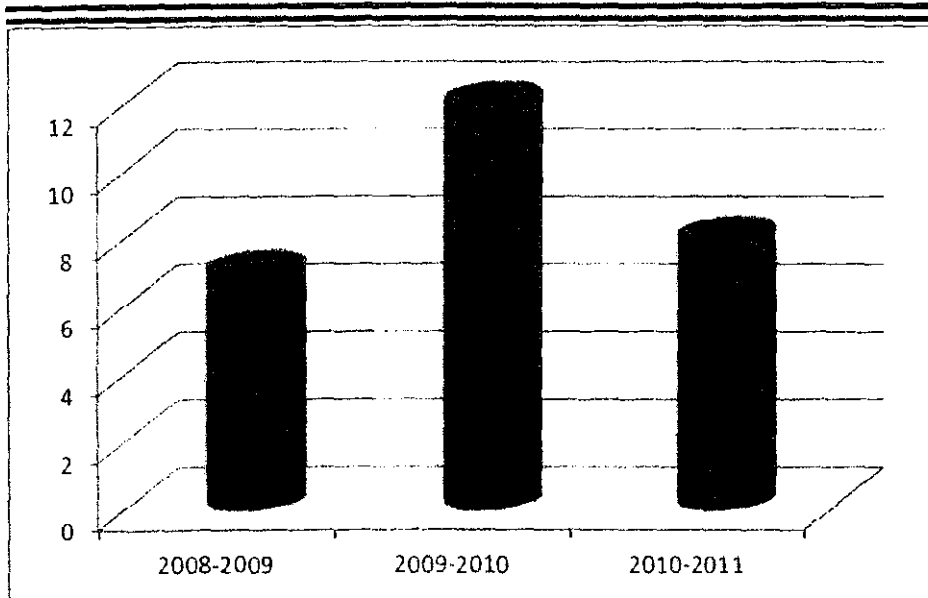
Planned expenditure of OBSID

As a matter of urgency we request the following:

- The committee to consider international and local best practice with regards to the homeless. If it is not possible to implement best practice, for them to explain (in writing) why not.
- A set of goals to be identified for the social programme
- Adequate monitoring and evaluation to be performed
- That the organisation respect anti-discrimination legislation and practice sensitivity towards the mentally ill.

Crime

One of the reasons why OBSID was started was because residents were concerned with a crime wave in Observatory. If we look at murder rate as the most stable indicator of crime (commonly accepted measure, see attached UN document), we see that OBSID has not had an effect on the rate of murder in the Woodstock precinct (one of the murders actually taking place at the supposedly secure Obsfest last year).



Murder rate in Woodstock- based on official crime statistics

We note that the rate of house burglaries has declined (although it is still at an unacceptable level). It has declined generally in the Western Cape and it is not clear whether the rate of decline of burglaries in Woodstock is significantly different to the rate of decline in other areas of the province.

Part of the reason for this uncertainty again lies in OBSCID's reluctance to conduct a baseline review and develop indicators related to crime. Most of the reporting seems to be on an ad hoc basis. We admit that this is made more difficult by the refusal of the SAPS to release official crime statistics.

Illegal policing methods

Over the past two years we have made numerous complaints about illegal policing methods in Observatory. In order to discuss the security issues we perceived, we requested a copy of the security brief that OBSID gives Vetus Schola. We have not received it. Based on this lack of information we believe that OBSID has made a targeted effort to harass poor people of colour on the streets of Observatory.

Their strategy includes

- Instructing their private security company to stop and search suspects on the street
- Locking municipal parks during the day (Even locked against other ratepayers)
- Harassing homeless people when they are not breaking the law, including moving them along if a resident requests it.
- The "cage" at the Vetus Schola office in which suspects may be detained.
- Illegally removing people from Observatory.

Attached please find our submission to the Human Rights Commission that covers our allegations in more detail. Included in the submission is the letter by Brian Amery in which he confirms relocating a woman who had just been raped and other allegations.

Attached please also find a recent article covered in the Big Issue that details further allegations of abuse by the homeless. In his response to this article, the chairperson of OBSID, Justin Ashley, said that OBSID enforces by-laws. We have been informed by the city official responsible for SRA's that they do not have a mandate to do this and suggest that this be sorted out as a matter of urgency.

We urgently ask the city council to do the following

- Affirm the need for correct and legal policing in Observatory
- Produce the security brief and make sure that it is in line with the law and does not apply discriminatory profiling
- Get a neutral third party to investigate alleged abuses by Obsid
- Ensure that the crime prevention strategy has a stated goal
- Define the limits of authority of SRA operating in public spaces

Conclusion

Since the City Council is extracting an additional rate from us, we believe that it is ultimately responsible for the smooth running of OBSID. We do not doubt the good intentions of this community group, but believe that they have to be held accountable for what they do with public money and in public spaces. Previous attempts at checking the behaviour of OBSIDS have led to denial and arguments over evidence. We propose that, instead of arguing over past practice, the City of Cape Town ensures that reasonable practice is applied going forward. Our demands are (consolidated):

- A clear delineation of the projects OBSID funds and key responsibilities to rate-payers with each project
 - A liaison person for each project who is responsible to rate-payers and can provide all information necessary
 - An undertaking from the city to respond to individual rate-payers if they have not received adequate service from OBSID
 - An undertaking from OBSID to operate within municipal bylaws and national law
 - An undertaking from the municipality to ensure that OBSID is operating within all applicable laws.
 - The committee to use international and local best practice with regards to the homeless
 - A set of goals to be identified for the social programme
 - Adequate monitoring and evaluation to be performed
 - That the organisation respect anti-discrimination legislation and practice sensitivity towards the mentally ill.
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 - Ensure that the crime prevention strategy has a stated goal
 - Define the limits of authority of SRA operating in public spaces

L.N. Schultz

86 Strubens Road

Mowbray

Cape Town

7700

Phone: (021) 685 6903

24th November 2011

Not with our money – not in our name

Below is a report of conversations with poor and homeless people in the streets of Observatory. Their claims of abuse by Vetus Schola, the private security guards employed by the local Special Rating Area include claims of harassment through driving them away from secure sleeping places, taking their trolleys and dumping them in towns as far away as Paarl, Ceres and Worcester. In some cases there are witnesses who are willing to make formal statements. Many of the claims are confirmed by the response of the Manager of the SRA, OBSID (See below), who appears to believe that he and the SRA have the authority to enforce by-laws in this thoroughly arbitrary way. He reveals his contempt for poor and homeless people and clearly does not believe that they have rights in Observatory.

The report is not based on hearsay or secondhand reporting as Mr. Amery claims, but a record of conversations. If necessary, sworn statements can be provided for many of the claims. In his response, Mr Amery confirms that the OBSID security guards do operate on private property without the permission of the owner, that they stop and search people and that they have used pepper spray against homeless people, but says that they have stopped this latter practice. He confirms the accounts of taking people to distant towns to place them in shelters there without any concern about how they would return to Observatory, and whether and where they have the networks to support themselves. He refers callously to the claim of rape and makes no mention of any attempt to help or support the victim. Without debating the question of coercion, we can say that OBSID and its security guards assume authority which they do not have and apply it against poor people in Observatory without using proper legal channels. In a statement posted on the OBSID internet discussion group in May, Mr Amery said of “vagrants” in Observatory “..there will be those who refuse to be helped, unfortunately these are the ones for whom we will make life difficult in Obs until they move along. ..” This shows a consistent intention of harassing the poor to drive them out of Observatory, confirmed in his final remarks. It is important to note that acceptable practice in diverting people from living on the streets is a complex, long-term process which must be motivated by the needs and interests of the homeless people themselves rather than a form of social cleansing. In the year ending June 2010, OBSID spent only R30,000 of its budget of R180,000 for Social Development compared to R80,000 spent on gardens. This year the social development budget has been reduced to R122,000 so it seems unlikely that they are planning any support or diversion programmes of the kind needed.

We are a group of residents who have complained of the actions of OBSID towards the poor and homeless, through engaging with the Directors of OBSID, the City officials responsible for overseeing the SRA's and the councillors for the area. We believe not only that the actions of OBSID and its security guards are offensive but that the OBSID does not have authority to treat people in this way or to decide who is part of the community of Observatory. We have been told that they have no authority to enforce by-laws or to stop and search people but from their actions it seems that this is part of their standard operating practice. We have asked repeatedly for a copy of the brief given to their private security company but without success. If the SRA is to provide services in this area we believe they should work to improve the situation of all who live, work and use the public facilities in Observatory.

The response of OBSID is reflected in the words of the Manager below; the City officials and councillors have told us that the City merely oversees the SRA's and will not restrict them unless they act illegally. They say that the community must hold them to account, but there are no clear structures for doing this. We have been told that we are too small a group to influence the affairs of OBSID and that we should seek wider support.

The SRA is funded by a special rate levied on all ratepayers in Observatory and claims to represent the community in Observatory. However, we do not wish to sponsor these actions or be represented by OBSID.

We therefore ask for your support in opposing the abuse and harassment of poor and homeless people in Observatory. The issue is about the right of all people to use the public facilities and spaces in our suburbs freely, without harassment or abuse. The issue extends beyond Observatory in that the City is promoting the formation of new SRA's in residential areas and it is important that reasonable limits be placed on their authority and actions. A SRA is being formed in Maitland, for example, and residents are quoted in a recent edition of The People's Post saying that vagrants are causing problems in the area, not by what they do but by their presence.

Please contact LauraSchultz86@gmail.com if you want to support us on this issue by:

- Sending us a statement of support, particularly if you are a resident and/or ratepayer in Observatory;
- Monitoring the actions of private security guards in public spaces, particularly in Observatory; and placing reports on this site.
- Canvassing support among residents, ratepayers and organisations in the Observatory area.

Please join us in opposing this cruel and degrading treatment of poor and homeless people,.

Laura Schultz
19th November 2010/

Conversations with some homeless people in Observatory *On Monday 18th October 2010*

A Street Worker with many years of experience in Central Cape Town and surrounds agreed to talk on an informal basis with several homeless adults in Lower Main Road, Nuttall Road and Wrensch Road. He is able to connect easily and effectively with youth and adults living on the street. The following salient features emerged from his interviews with 5 homeless adults:

1. **Intimidation:** Homeless people claim that they are constantly harassed by Vetus Schola guards, threatened with arrest, and prevented from working with their trolleys (selling scrap metal, cardboard, paper, etc). Vetus Schola is the security company for Observatory Improvement District (OBSID).
2. **Extortion:** Street people claim that Vetus Schola demand money to allow them to sleep in doorways and under the bridge. Amounts of R10 per "incident" were mentioned.
3. **Relocation:** Street people claim to have been taken as far away as Ceres and Malmesbury and dropped there without resources. They claim that being dropped in Mitchell's Plain, Paarl, etc is commonplace
4. **Use of Tear Gas by Vetus Schola:** Those interviewed claim that on several occasions they were sprayed with a gas canister by Vetus Schola personnel (this may have been tear gas, or mace).
5. **Case History:** Andy is a flamboyant figure on the streets of Obs. He almost always wears a red kimono. He is an outpatient at Valkenberg, diagnosed as a non-violent schizophrenic. He lives on the veranda of a house belonging to Valkenberg, which is occupied by halfway house

clients. During October, Vetus Schola guards entered this private property in Bristol Road, and attempted to forcibly evict Andy from the veranda. A neighbour intervened, and Andy was eventually allowed to remain there. The witness is prepared to write an affidavit to this effect.

6. **Drug Abuse by Vetus Schola:** The homeless people interviewed were convinced that at least one Vetus Schola guard is a drug user. Apparently, drugs used by this guard include dagga, mandrax and a derivative known as "oompa" or "umpa".

Annette Cockburn
30 October 2010

Response from OBSID Manager:

Observatory Improvement District (Obsid) contracts the services of a field worker through The Haven who is constantly in touch with the homeless people of Observatory. He has compiled a database of the 70 homeless people in Observatory and is in regular contact with all of them. We prefer to act on the information he provides rather than informal rumours and unfounded hearsay evidence provided by Ms Cockburn.

1, Harrassment

VSPS officers do perform stop and searches on anyone with a wheelie bin, as these are often stolen from residences in Observatory, and to confirm that the contents are not stolen goods. These officers are trained to do this in a professional and non aggressive manner. Unfortunately for the vagrants they are the people moving through Observatory with trolleys and bins and thus they would be searched more often than most. This is not a form of harassment but merely crime prevention.

2. Extortion

This is impossible as nightshift patrols are also done by VSPS Management and an issue like this would be noticed by them as well as the neighborhood watch. Obsid has never received a report of this nature before.

3. Relocation

Kenneth Roman, the Obsid field worker frequently assists homeless people to find shelter at the Haven in Paarl, it is often the only shelter with space. There was one time when a group of five homeless people were taken first to Paarl, which was full, then to Malmesbury which was also full. The group all co-operated of their own free will, there was no coercion. Accommodation was secured for the group in Ceres but when the group arrived there they became unco-operative and went in search of liquor. One of the party claimed to have been raped the previous night and had blood on her clothes, this was a possible reason why the shelters would not take in the group. We have records of who these people are and will supply names and details on request. We are not aware of anybody being taken to Mitchells Plain .

4. Use of teargas

It was a policy decision of the Obsid board that VS members should not be armed as their primary function is public safety. There was a report of a VS security officer using pepper spray at the very beginning of the contract. This practice was stopped immediately. Spray is

kept at the office and given to the shift manager if the guards are likely to be in danger for a specific operation. It is strictly not for use on the homeless.

5. Case history

Our security manager reports "We often deal with vagrants occupying private property, and at times the owners of these premises are overseas and cannot be reached. I believe this was an isolated case where my officers not being aware that the Valkenberg out patient had permission to stay there, simply noticed a suspicious person sleeping on the veranda of a private property which caused them to investigate and react accordingly. But as the document states when the neighbour brought all the relevant information to their attention he was not hindered any further."

I would also add that I spoke to Andy on the subject, he confirmed the story exactly as outlined by the VS security manager. I asked whether VS had been violent, Andy answered that they had not. I asked if VS had in anyway been rude or aggressive, again he said "No".

6. Drug abuse

Our security manager reports "Our officers are randomly tested for blood alcohol as well as illegal substances when booking ON/OFF duty. So I highly doubt the authenticity of the claim made by the vagrants".

It would be very useful to know which "obvious channels" Ms Cockburn has tried. Normally in a situation like this one would mention them and what the responses were. If she had tried Vetus Schola - the logical first step, in my experience they would certainly have responded. She has not raised these issues with Obsid

Will she give the name and contact details of the "Street Worker with many years of experience in Central Cape Town and surrounds" so that one could follow up with him, rather than provide a third hand account of alleged events.

Ms Cockburn repeats second hand allegations made against the Obsid by people who have previously enjoyed free rein in being drunk on the streets, who participate in the drugs business as runners and deliverers, who contribute to the littering and mess in the streets and who partake in petty crime to feed their dependency on alcohol and drugs. These people are likely to want to paint our security service provider in a bad light.

Since Obsid started we have helped over thirty of the original seventy people living on the streets to get off the streets and into shelter. This is an achievement of which we are justifiably proud. We are of the opinion that the remaining forty are the hard core, who enjoy the lawlessness of life on the streets. Inevitably they will clash with our security service provider from time to time. However our contractors are instructed to treat the people firmly but fairly and with respect to their rights.

If there is any further information you require please contact me.

Brian Amery
COO Observatory Improvement District
021 448 7090

...

[Butterfly](#) [View profile](#)[More options](#) Jan 24, 5:44 pm

Crazy Colin bearded, bound feet and foul mouth seems to have moved onto my street Park Villa rd. He freaks me out a bit and I am not that comfortable with my kids playing in the front garden if he is around. Is there anything I can do to move him on, genty?

[Reply to author](#) [Forward](#) [Report spam](#)[David Raphael](#) [View profile](#)[More options](#) Jan 24, 6:43 pm

David Raphael
072 065 7223

[- Show quoted text -](#)[Reply to author](#) [Forward](#) [Report spam](#)[Brian Amery](#) [View profile](#)[More options](#) Jan 25, 8:56 am

We have tried on a few occasions to get Colin into the system so that he can be cared for more effectively. However he is not co-operative. If he applies his foul mouth to you lay a charge of criminen injuria with Woodstock SAPS this will help us to start a process whereby we might be able to get him off the streets.
Brian

[- Show quoted text -](#)[Reply to author](#) [Forward](#) [Report spam](#)[Fleur Hughes](#) [View profile](#)[More options](#) Jan 25, 9:28 am

Show him a bar of soap and bottle of shampoo - he'll probably run a mile.

[Reply to author](#) [Forward](#) [Report spam](#)[Rob Gaylard](#) [View profile](#)[More options](#) Jan 25, 4:39 pm

We have made a sustained effort to get Colin to accept the help that he clearly needs, but without his cooperation (which is not forthcoming) it seems there is not much one can do. He falls between the cracks in the system, and no one seems willing to take responsibility. You could try reporting your concerns to Cape Mental Health, who have a thick file on Colin. 021 447 9040.

[Reply to author](#) [Forward](#) [Report spam](#)[Bev P](#) [View profile](#)[More options](#) Jan 26, 10:34 am

Colin suffers from bouts of psychosis and tends to veer off the path when he doesn't have his meds in Valkenburg Outpatients. He can become aggressive but this is usually when he is prodded first. I once saw a group of about 15 kids taunting him for a good while before I asked them to please leave him alone.

He sure is stinky but I don't think his mind has any say over this....

He's the equivalent of 'Poor Tom' in King Lear....
The village madman.
So there but for fortune and all that....

I understand that VS is good at handling him with the necessary (gentle) firmness....
Thanks Vetus Schola....

[Reply to author](#) [Forward](#) [Report spam](#)

.....

.....

The Coffin Saga continues...

He banged on our door at 11pm last night, waking my 8 month old baby...

He keeps coming back to our house, my brother in law took him under his wing about 10 years ago, and he remembers that very well it seems!

When he sleeps on our front steps (which happens quite often) and there is any kind of wind blowing (which happens quite often), the smell coming underneath the door permeates the whole house. It is not pleasant at all.

Anyways, just my two cents' worth...

Manetha

[Reply to author](#) [Forward](#) [Report abuse](#)

Trevor Hughes [View profile](#)

[More options](#) Feb 8, 2:54 pm

On Tue, Feb 8, 2011 at 2:40 PM, Kiki <MARIE__@vne.co.za> wrote:
> When he sleeps on our front steps (which happens quite often) and
> there is any kind of wind blowing (which happens quite often), the
> smell coming underneath the door permeates the whole house. It is not
> pleasant at all.

Call the police, call VS and have him removed - he is trespassing. As long as you tolerate him sleeping there he will do it.

Water is your friend here I think - add some sweet smelling stuff to it for better effect think dettol or something similar!

Douse him with it he will soon move on - perhaps rig your hose so you can do it without having to confront him - I am sure it will not take long to be rid of him.

Trev



22 December 2011, 11:30 - 13.45, OBSID (41 Station road)

Present: Mr. B Amery (BA) Mrs. L Schultz (LS), Mr. IS Moss (ISM) Ms. HCA Schultz, Ms. A Bester (AB)

1 WELCOME

Welcomed all and noted that the process requires OBSID to meet with the objector, discuss the points objected to, and supply minutes.

2 MATTERS ARISING

Suspects OBSID did not follow the process as set out by the SRA office and claimed that documentation to that effect was provided - email from Eddie Scott (ES)

Stated that OBSID consulted with the SRA office and ES as to responding in writing to the Objection document, and it was deemed not necessary as the only requirement was to meet and discuss the objections and provide minutes there-after

Produced a letter to this effect addressed to ES and Justin Ashley (JA). It is suspected that there was a delay with intent by OBSID. Also noted that other complainants could not attend due to the short notice given

LS feels there was a purposeful delay and a problem with the tone of the letter which was sent to her for a meeting request

AB solely handles the whole process and assures that there was no purposeful delay in this

Noted that a fake email address was supplied in order to prevent LS from responding. AB noted that the "info@obsid.org.za" email address is used regularly and OBSID are currently receiving feedback via this email. The reason as to why LS's email was not received is unknown and unintentional. LS's second email was picked up in AB's spam inbox

3 OBJECTION DOCUMENT CONCLUSION POINTS & DISCUSSIONS

A clear delineation of the projects OBSID funds and key responsibilities to ratepayers with each project:

A liaison person for each project who is responsible to rate-payers with each project

Projects arise from time to time and an overall budget is put aside for this. All projects are handled, motivated and voted on by the Projects Committee.

Queried whether there key responsibilities for this? Yes, the Projects Committee takes responsibility for monitoring and review

Questioned who was the person responsible for each project and providing information as public money plays a role here

At times there are Project managers - who are members of the public who volunteer their ideas and skills. For instance in the case of our future mosaic project; a resident has joined the Projects Committee and Committee members came up with the idea to use recyclables thus minimizing project costs. In this case for detailed information about mosaic, AB would refer queries to the Project manager

All information about Projects - budgets etc. are available in the Minutes of the Projects meetings and reported back on a monthly basis

Feels that people are given the run-around when seeking information and it should be more readily available

BA
LS
AB
LS
AB
LS, AB
BA
LS, BA
HCAS
AB
BA
HCAS

In LS's view, one of the issue with the way OBSID operates is that meetings are scheduled at times when only a small amount of people can attend and it is thought that meetings are deliberately set at these times to exclude people

LS
AB

Stated that all meeting times are set up according to the availability of the members of that Committee, thus joining the Committee would give her the opportunity to attend meetings. All members are consulted when doing the yearly meeting schedules

Is this available to the public in a different form - in writing?

LS
AB

Can supply all information if requested, including budgets for all Projects. If information such as artistic details are not known by the office we will find out from the Project Committee Chair / Project Manager and provide the information to who-ever queries this

AB, BA

Noted that AB handles all client relations and provides a public service by supplying information to the community, thus the service of providing this information is readily available. Noted that AB can give the information verbally or in writing

Noted that is was thought that AB was only an Administrator. AB noted that this is not the case

LS, AB

Concern expressed where money was spent on public parks - public money was spent outside of the SRA by-law

HCAS

Communications budget was used for this as the signs are used as a public service providing information to Observatory residents. Community groups manage the parks and access control and OBSID only provides a community service to tell them which group to contact for access

BA, AB

Communications need definition. AB and BA's time is paid for. Should be noted that in the case of the City Parks' signs projects, that it is not an OBSID project

AB, BA

OBSID clearly defines our projects by adding the words "this is an OBSID project" to our works. Not adding this to the park signs was intentional as we are providing the service of information only, thus drawing this amount from our Communications budget. Noted that all details of projects - progress and budget are discussed at the Committee's meetings

Noted that AB is available to the public and LS for any queries and has not received any from LS since starting at OBSID

AB

Outline of the history project to be sent to LS

LS

Conclusion: It was concluded that AB is to be the central point for all queries regarding Projects and will not give residents the 'run-around' to contact third parties for information should they ask AB to supply it

all

An undertaking from the City to respond to individual rate-payers if they have not received adequate service from OBSID

Noted that OBSID can not do this on City's behalf

BA

An undertaking of OBSID to operate within municipal by-laws and national law

Noted that this statement goes without saying, as OBSID do comply with these. Contradictory to the SRA policy the gate at Molenvliet allotments was erected work was done on the private tennis courts in Strubens Road also

BA
LS

At the time this was not clearly spelt out in the SRA policy but was changed later and we now regulate this better. Noted that OBSID mows the lawn at Molenvliet or the Railway from time to time to improve on Observatory's appearance.

BA

Noted that there is still a conflict - however not big, but still needs to be tended to

LS

Stated that OBSID do not have the power to fail to comply because it suits them

LS

Conclusion: OBSID agreed to at all times comply with the by-law to the best of their abilities

An undertaking from the municipality to ensure that OBSID is operating within all applicable laws

Noted that OBSID can not do this on City's behalf

BA

The (Social Issues) Committee to use international and local best practice with regards to the homeless

Noted that OBSID joins in with the Social Issues Forum and the Forum deals with this. Forum includes representatives from the Ward as well as well as several NGO's and service providers within Ward 57 and also Pinelands Sub-Council

BA

Queried what other issues are dealt with by the Committee. Drug rehabilitation, Children's issues etc. also dealt with, in addition to assistance to the homeless where needed

LS, BA

Noted that Council have commenced a Pilot project for homeless assistance in our Ward - due to the resilience of this Committee

BA

Queried the incident where homeless people were taken to Ceres. Stated that this matter had been dealt with at the time and happened a very long time ago. The individuals involved at the time went with the Fieldworker voluntarily, and by arrangement to the Haven in Ceres. En route to the Haven the individuals became intoxicated and absconded

LS, BA

Queried whether OBSID are aware of the small amount of places locally available for drug rehabilitation and the processes for admissions? Yes, OBSID are aware. A small amount of budget is available to assist with this though it is perhaps something that OBSID should not be taking on

LS, BA

Noted that all people - the mentally ill, drug addicts and alcoholics should be treated with dignity

LS

Noted recent financial assistance for drug rehabilitation from OBSID to a local fellow - with the help of community members, Rob Gaylard and James Cowley from the Observatory Neighbourhood Watch (ONW) also play a big role

BA

Good intentions are often not enough. Goals, monitoring and evaluation need to take place. Proper planning is needed. Stated that OBSID should consider if they should be taking on these issues if it can not be done properly

Invited LS to join the Social Issues Committee to assist in setting up processes as suggested. LS declined noting meeting times as stated above (point a)

BA, AB, LS

Where Best practice is concerned Project planning needs to take place - Social workers should know this

LS

Noted that OBSID do not have Social workers, only a field worker at present who is studying at the Minten School of Development to eventually obtain his Social Worker degree. Social workers who form part of the Social Issues Forum should already be informed

BA

Stated that these issues are of utmost importance as it affects people's lives

LS

Noted that these issues are all inter-related and some are inadequate which might make our policies and by-laws outdated. This has to do with policies because everyone is guided by law. Stated that acting illegally in terms of the laws - albeit not deliberately, is an issue. At times operate outside the policy framework and this can not be allowed. Looking at the Obs area - there is a big need for Social issues assistance. Observatory has a history of 'having the bad side of life'. Noted an attitude towards non-whites

ISM

Communications budget compared with the Social budget was pointed out as a concern - some choices have been made by OBSID which LS feels are questionable. Department of health and department of Social services should be contacted to depict constraints. There are standards and these are set out - laws and standards can be obtained from Province

LS

Department of health and department of Social services should be contacted to depict constraints

International best practice e.g. that of Brazil should be used to avoid mistakes that others have made

HCAS

Noted this the information can be easily obtained through research and with public money comes obligation

LS

Stated that every government sets out best practice so it is a surprise that BA is not aware of this term. OBSID should know this and Western Cape government should have this framework in place. The feasibility of projects can be observed at planning stage.

ISM

Noted that the Scallabrini brothers are doing great work and they have to follow best practice to get funding. Review of Best practice will define plans

LS

Stated that it must be noted that OBSID are not the leader of, only a member of the Social Issues Forum. Also noted that OBSID don't have the resources available to conduct this research. Noted that it is assumed that the City conducts this research and the Forum complies with their model

BA

Will help to define what OBSID's role is going to be in the future when it comes to Social Issues

AB

Reluctant to use "Best practice" as it is a broad term. Cannot commit to something which is not understood thus first we are to ensure this definition is the same across the board

BA

Stated that BA is "putting himself in hot water" if he cant agree. Quite surprising that people that deal with projects under City Council do not know this

ISM

Conclusion: OBSID agreed to work with-in City's best practice regulations and to investigate whether the terminology is the same across the board in order to understand this better

g A set of goals to be identified for the Social Program

Noted that this Information is available from the Forum. BA to supply this to LZ for perusal

BA

OBSID needs to look at and define goals - as per their role in the Social Issues Forum

AB

Clear operational goals are to be set out - as with street sweeping must be defined

LS

Again noted that we only take responsibility for a small part in the Forum's work

BA

Conclusion: The current set of Goals for the Ward 57 Social Issues Forum to be supplied by BA

h Adequate monitoring and evaluation to be performed

Noted that monthly and annual reporting is done for this, as well as at meetings

HCAS

Feels that this is inadequate. OBSID should be identifying what is not working and what needs attention. Report back needs to happen not just at sub-council or reports, and the information must be readily available. Success is the only communication in the OBSID newsletter (Obs Life) - why not communicate the real issues

BA

LS

Feels that we do perform adequate reporting

BA

Stated that no framework, no baseline and no goals are properly set out and this is not adequate

Baseline study should have been done

Stated that at least a baseline study should have been done. Noted that OBSID has a full data-base which has was set up by way of interviews etc.

LS, BA

Invited LS to join the Committee to review this process. LS declined due to meeting times as stated above and other responsibilities

BA to reply in writing

Stated that a very thorough and detailed Objection was submitted and no reply was received. Standard processes have not been followed - first year Social care students will know these basics

LS

Conclusion: All agreed that an overall evaluation is needed to identify constraints

BA

**That the organization (Forum /Committee) respect anti-discrimination legislation and practice sensitivity towards the mentally ill
Get a neutral third party to investigate alleged abuses by OBSID**

OBSID ore in agreement with this as it is no different from the current practice

BA
HCAS

Noted that OBSID repeatedly violote confidentiality and human rights in regards to the homeless in Observatory. This is noted in OBSID's yearly plan - two names of homeless people were noted (Collin and Tasriet)

Apologised for this os this was not intentional ond must be an error

BA
HCAS, LS

Noted that this is not the first occurrence and there are repeated issues with this matter

LS

Noted the Thabo Mbeki discussion on the public Obs Google Group; Justin Ashley, Vergil Britz (VB) - Vetus Schola (VS) Contract manager for OBSID, and the librarian were involved. All three made derogatory comments toward the homeless. OBSID should address this matter. VB noted he took Thabo out of the area on two occosions - which is o violation as he does not have the power to enforce this by-law. On the occasions where Thobo Mbeki is drunk and he gets rowdy, SAPS are phoned to move him along. OBSID - thus VS do not hove the power to move him and this is against the law

BA

Noted that Social workers are employed by the Hoven and the City, not by OBSID

HCAS

Confidentiality where noming names occurs is on issue

OBSID soy they are sensitive toward the mentolly ill and LS are soying as there ore hove been mony incidences and this is ongoing so it is not the case

BA

OBSID con not be held responsible for the words of others, but can be held responsible for our part in noming nomes - Apologised for namings. OBSID conducts continuous training on sensitivity. This is done by the Fieldworker using manuols provided by City Council. Noted that the Fieldworker this year started his troining ond will eventually be qualified os a Sociol worker. Noted that Sociol workers are employed by the Haven ond the City, not by OBSID

OBSID to provide City manuals to LS for perusal

Crazy Collin file - the name is a human rights violafion. Noted that OBSID did not initiate this lobel, it originated elsewhere

LS, BA

Confidentiality gives people dignity and respect ond OBSID do not respect the homeless. Noted that naming is only one port of the issue - OBSID need to look at what they ore doing with the mentolly ill. Profiling causes OBSID's public safety to hoross without being empowered to enforce

HCAS, LS

Queried what is referred to when OBSID talks about the rehabilitation of the homeless. OBSID tries to get people to o place of safety where they con receive counselling and ossistance where needed

HCAS, BA

Noted that the Big Issue's reporters got the some responses os LS when doing their independent investigations a year offer LS's

LS

Stated that complaining to VS about their work does not help. Suggested for Security to be managed in such o way that problems don't occur

Security has to be monaged in such a woy that problems don't occur ond an independent person needed to look at these complaints

BA

Conclusion: OBSID endeavour to comply and notes that mistakes are unintentional. To prevent future mistakes, monitoring remains an open issue

Affirm the need for correct and legal policing in Observatory

Stated that OBSID do not police ond provide only a public safety service via VS

BA

OBSID has no authority to enforce by-laws, however have stated publicolly (e.g., Justin Ashley on the Google groups and in the Big Issue response)

LS

Noted that by-law enforcement is not done ourselves, only facilitoted through proper channels - e.g. Contacting SAPS in the case of clubs and pubs closing late and nuisance by-laws

BA

Noted that Vetus Schola illegally enforce the public nuisance by-law on an ongoing basis as stated above. Upon phone the VS control room, you are offered to have the homeless person removed

Conclusion: The City needs to confirm the need for patrolling by OBSID Public Safety and enforce their operating with-in laws

HCAS

k

Produce the security brief, make sure that it is in line with the law and does not apply discriminatory profiling

Noted that this should be an available and public document

LS

Things evolve are thus continually updated

Abstained from answering the particular question as there are current proceedings which can not be discussed publicly

BA

Requested the document be submitted next week as LS had requested this a year prior but did not receive it

LS

LS

Noted that SAPS will pass by and not arrest or remove the homeless - as they have to do something wrong first. They tend not to enforce laws with-out provocation

Noted that BA does not have the authority to change current procedures and any changes will have to be reviewed by the Board

Dealing with aggressive behaviour from drunk people is difficult and we are often asked by residents to remove individuals when this happens. When falling around "drunk as a skunk", we feel the need to take action

Noted that "drunk as a skunk" is an offensive term

BA apologised for the use of the inappropriate phrase

Conclusion: BA to provide the current brief by 14 January 2012

71

Ensure that the crime prevention strategy has a stated goal

Noted that saying "we must reduce crime" is not a sufficient goal and due to the use of public funds goals must be clear

LS

75

Each committee has a vision and the Safety committee notes that without reducing crime the suburb can not be better, and crime has been reduced due to OBSID. SAPS have given OBSID kudos for this. Noted that the sector crime stats for Observatory (confidential stats) prove this statement

BA

Queried why residents have to pay? Because of SRA area

LS, BA

Private security are there to provide a visible presence on the street - this forms one part of the goals that should be set out

AB has a summary of what work is done in each Committee (as drafted for the Directors Induction Pack) which can be supplied

Safe Home service is a good service and can be defined as a goal

HCAS

Stated that a main issue is that information must be dragged out of OBSID

Role of Vetus Schola vs. SAPS should be clearly defined

For instance in the case of car battery thefts where we had a description - we keep our eyes open and do all we can for an arrest. Noted that it is felt this is not OBSID's responsibility

BA

Noted that ratepayers might want something but it doesn't mean that OBSID should do it.

LS

All residents - not only rate payers must be taken into account

OBSID's role is to top up services for the City. SAPS is a national competence, and topping up this service is then not OBSID's mandate

BA, LS

Security regulations imply that the Security company will comply with regulations - SAPS laws and by-laws

BA

Metro Law Enforcement was formed as there was a feeling that SAPS were not able to deal with the by-laws

LS

Man-power issues in Metro makes them in-adequate at times

BA

Noted that crime stats showed a reasonable drop and this might be creeping up again. SAPS are not inadequate - they do a good job

OBSID should define their limits and submit those to Council

SRA By-law defines this. Noted that the by-law is very vague on this

Projects, Cleaning, Security etc. must all be set out and OBSID are not to do work which City is responsible for.

Noted that if the City was doing a proper job the Improvement District would not be needed

For instance in the case with Dumping OBSID can remove this instantly rather than wait the period for Solid Waste to remove this. This is thus a top up service to Council

Conclusion: *OBSID will; provide summaries of the Committee work, however abstain from taking a decision where OBSID can only operate within these stated areas*

ri Define the limits of authority of SRA operating in public spaces

Noted that as per the SRA by-law OBSID are not supposed to be taking that responsibility away from City

Not aware of this clause

Stated that this clause possibly refers to doing additional tasks, e.g.' with street cleaning we provide an additional service - however we do not replace the current Council service which is still operating. Should we replace this service rather than top up - this would be taking responsibility away from Council

Limits of Authorities in public places need to be set out

Possibility to provide this summary as 'things we can do' and stick to that scope only

In the case where there are small bits and pieces which Council can not do - or fail to do, OBSID would like the flexibility to tend to the matters

Noted that residents money can not be used for what BA decides

Community trusts and empowers BA to make these decisions

Noted that BA's job description must be according to mandate - Council to set this out

BA noted that he can set limits of authority but would prefer to keep this broad otherwise residents and the Schultz family will point out all minor discrepancies

BA was asked not to personalize

BA apologised for the statement

Conclusion: Matter of OBSID's regulation of Limits of Authority to be taken to Council

Other

Security contract renewal queried

1 Appointment, 1 Renewal. A full tender was not done for the latest renewal - an open tender was offered only at the start. Renewal took place at the start of the Financial year and was approved by Board - proof is available through the Board meeting Minutes. One other 'front runner' was asked to quote for this service at the time

Queried whether there was a formal system in place or choosing the Service provider? No

Queried whether they were comparable? Yes

Noted that residents are often harassed by VS because they fit a certain profile

Noted that the terms of the assessment are important and how these things were decided needs clear definition

VS patroller in another suburb was very friendly. Believe it is OBSID's brief to VS employ a harder (more aggressive) kind of patroller in Obs

Noted that this is coincidence and suspect this depends on the individual - not the OBSID contract. VS employ their own staff and we do not ask for specific people of certain character. OBSID continuously briefs VS that we expect them to be friendly and helpful - and not intimidating

AB

Was previously a member of CPF committees - there it was investigated how far policing can go due to the grey area. ISM invited to join the current CPF of which BA is a part of as this background can be useful to the Committee and ISM declined

ISM, BA

Noted that Woodstock SAPS response and service is responsive and helpful - unlike VS

LS

HRC case

HRC case is still going forward. City needs to either engage or support the investigation. If there are abuses it's needs sorting out

LS

Suggested for OBSID to play a neutral party to sort this out - to have an independent person look into this and speak to locals to review where the mistakes were made

Stated that it must not be assumed that a one-sided point of view is being taken and the group are not simply adhering to what the homeless people are saying

ISM

4 CLOSE

Mrs. L.N. Schultz.
86 Strubens Road
Observatory

December 13, 2011

Observatory Improvement District
41 Station Road
Observatory

By post and email

Objection to OBSID renewal

Dear Mrs. Schultz,

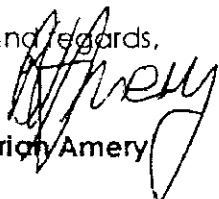
The Observatory Improvement District has received your objection to the renewal of our term.

As per City instruction we would like to invite you to a meeting at our offices to discuss your objection.

Kindly contact us by any of the following means to arrange a convenient time to meet; 021-448-7090 / info@obsid.org.za / letter to 41 Station Road, Observatory, 7925. Kindly note that Council have supplied a deadline to be the 23rd of December 2011, thus should we have not had any correspondence from you by 20 December 2011, we will assume that you wish not to correspond with us on this matter.

Thanking you.

Kind regards,



Brian Amery

COO
Observatory Improvement District

SAFER - CLEANER - SMARTER

The Chairperson
Observatory Improvement District
Station Road
Observatory
925

cc Mr Eddie Scott

Dear Mr Ashley

Re: Objection to renewal of OBSID term

We wish to record the following problems with the process in responding to our objection, submitted to the City of Cape Town before 30th November, 2011.

We received a response from Mr Rossouw of the City on 7th December, copied to OBSID and setting out part of the process for consideration of our objection. OBSID failed to respond until 13th December and then delivered a letter by hand. I responded on 15 December to the email address given in the letter which was not functional. In my response I requested a written response from OBSID to the content of our document.

OBSID failed to respond until 20th December and in that message they misrepresented the process outlined by the City and claimed that a written response was not an option. I have since then been advised by Mr Scott that a written response is possible in their process and attach a copy of his email letter.

The result of the delay has been to prejudice us in that we have been denied the written response that we requested and the delay in setting the meeting has prevented us from gathering a larger group. The objection was a collective effort and we are unable to alter any aspect of it in this meeting.

We note further that the OBSID representatives are both employees and that none of the directors are available to meet us and this also reduces the value of this meeting.

Yours sincerely



Laura Schultz

Record of decisions at meeting with representative of OBSID to discuss objection to renewal of their term for 5 years. The meeting was held on 22nd December 2011 from 11.30 to 13.45 at the offices of OBSID, station Road, Observatory.

1. Present, L Schultz, H Schultz, I Moss, : B Amery, A Bester.
2. Introductions – Those present introduced themselves
3. Agenda: It was agreed that the discussion should follow the consolidated demands on pages 6 and 7 of the submission made in response to the advertisement in the Cape Times on 30th September, 2011.
4. Process – Ms Schultz presented a letter describing the problems with the process of dealing with this submission, mainly the delay on OBSID's part in contacting her, further delay in responding to email messages and the tone of the letter. (See attached letter.)

Further, her initial request for a written response was refused although a later letter from Mr. Scott gave this as an option if the meeting did not take place. This remained preferable to meeting two members of OBSID staff.. A further problem was the conduct of these people during the meeting, in that Mr Amery continued to use his cell phone and answered the two-way radio.

Responding Ms Bester said that the delay was not deliberate.

5. Demands:
 - a) **A Clear Delineation of the projects OBSID funds and key responsibilities to ratepayers with each project:** OBSID projects are decided by a projects committee and the plans and reports on any of these are recorded in minutes of this committee. There appears to be no greater structure and OBSID gave no undertaking to formalise the process of planning of projects and approval of budgets and expenditure. Ms Bester undertook to provide details of the History Project as an example of the available information. There was no undertaking to deal with the problem of blurred lines of accountability or to improve the definition of goals and objectives for projects and other OBSID undertakings. The use of OBSID communication funds to provide notices in the locked public parks controlled by ill-defined groups was noted by the objectors as an example of poor definition of goals and poor use of public money.
 - b) **A Liaison person for each project who is responsible to ratepayers and can provide all the information necessary:** Ms Bester was named as the liaison person by OBSID and would provide all the information which was available after there was an initial reference to the various committees of OBSID where reports were received and decisions made. She would provide all information that was available and take responsibility for obtaining it within the OBSID structures.
 - c) **An undertaking by the City to respond to individual ratepayers if they have not received adequate service from OBSID** – The representatives of OBSID were unwilling to join in asking that the City commit and said that the City should decide on this.
 - d) **An undertaking from OBSID to operate within municipal by laws and national law:** OBSID representatives argued that they do comply and undertook to comply to the best of their ability. The use of OBSID funds for work and to erect gates in contravention of the City's SRA policy was explained in that the policy was approved by the City after this work was done.

...

However, the meeting noted that the OBSID gardening service still mows the private land in Molenvliet and OBSID representatives argued that they would continue to do this in contravention of the policy because it "improved Observatory". This was seen as a further argument for definition of goals and limits and should not be used to override good governance.

- e) **An undertaking from the municipality to ensure that OBSID is operating within all applicable laws:** OBSID representatives were unable/unwilling to join in asking the city to agree to this and said that the city should decide.
- f) **OBSID to use international and local best practice with regards to the homeless:** OBSID is unwilling to commit to this, required greater definition of "best practice" and was unable to commit to determining what this might be. This was regretted as they refused to engage with current research and broader experience. The OBSID representatives cited limited funds for social services and the objectors noted that this budget was of OBSID's own making and that the budget for communication was half that for social services which was 2% of the total budget.. They questioned the concentration of this on homeless people when there were other categories of people who were in need and how this had been decided. OBSID agreed to use the city's best practice in their work regarding the homeless and align themselves with these goals.
- g) **A set of goals to be identified for the social programme:** The absence of goals and a proper baseline study were of concern to the objectors and the OBSID database clearly did not serve this purpose. OBSID representatives argued that their existing goals were adequate and undertook to provide these goals to the objectors for all programmes.
- h) **Adequate monitoring and evaluation to be performed** – OBSID representatives argued that their monthly reports to their internal committee meetings performed this function but the objectors maintained that they did not fulfil this purpose and without clear goals and plans there was no possibility of proper monitoring or evaluation. OBSID was unwilling/unable to commit to revising this.
- i) **That the organisation respect anti-discrimination legislation and practice sensitivity towards the mentally ill:** OBSID reps argued that this is implicit in their existing practice and saw no need to alter this. The objectors named a number of instances of bad practice which showed that this was not the case and asked that OBSID engage thoroughly with this issue and use it to amend their practice.
- j) **Affirm the need for correct and legal policing in Observatory:** OBSID denied that they were engaging in illegal actions in enforcing by-laws through their security service. Objectors maintained that there are many instances of abuse and incorrect action on the part of the OBSID
- k) **Produce the security brief, make sure that it is in line with the law and does not apply discriminatory profiling:** MR Amery was unwilling/unable to provide the security brief but undertook to provide it by 14 January 2012. The objectors were dissatisfied with this as the brief should be a public document; it had first been requested in January 2010 and the contract was renewed within the past few months. MR Amery said that the brief was subject to change but the objectors argued strongly that the current brief should be available to the public who sponsor OBSID work and those who live in Observatory. Mr Amery said that there were sensitivities that prevented what to share at that stage and he was unwilling/unable to explain why the brief was not available immediately or what he

...

- would be doing to produce it by mid-January. In addition he would provide the documents on which the award of the security contract was made –
- the initial advertisement,
 - the specifications of the presentations made by competing security companies
 - the schedule on which the presentations were scored. And
 - the documents relating to renewal of the contract.
- l) **Get a neutral third party to investigate alleged abuses by OBSID:** The OBSID representatives were unwilling to undertake this, stating that they were waiting for the result of the investigation by the SA Human Rights Commission and were unwilling to take any independent initiative. The objectors asked that this be done as a sign of concern for the conduct of its security officers and the management of them and that an independent ombudsman would be useful as it was clear from experience that the Vetus Schola staff could not investigate themselves and the OBSID staff could not be asked to do this either as they were too closely associate with management of the security function.
- m) **Ensure that the crime prevention strategy has a stated goal:** this is related to the need to publicise the security brief and should be publicly agreed. There appeared to be lack of clarity about the function of the security function as distinct from the SA Police Service and the City's metro police. The ratepayers needed more than marketing slogans as a goal and self-congratulation as a report. The crime statistics were related to regional and national trends and OBSID should be careful not to place itself in a position where they could be held responsible for an increase in crime. OBSID representatives argued that they had a clear goal and undertook to provide this.
- n) **Define the limits of authority of the SRA operating in a public space:** The OBSID was unwilling to support the request that the CITY provide this definition. Mr Amery complained that he felt that he would be restricted in his work if he agreed to all the limits which the objectors were demanding. For example, he believed that he should be empowered to perform tasks such as maintenance of public infrastructure if the City took too long. This is a problem in that it constituted a possible infringement of the provision that the SRA would not replace services provided by the City but would add on to them. Further, there are problems in that those in the area who are connected with the OBSID office bearers may receive preferential treatment at the general expense while others wait for the City's response. (Are unqualified private people allowed to work on public infrastructure?) The City will be asked to provide guidance on this and a clear definition of the limits of SRA authority.